Internet Explorer Settings

Settings for Internet Explorer 8.x

Settings for Internet Explorer 9.x

Internet Explorer Settings for 10.x

Internet Explorer Settings 11.x

Disabling toolbars that can interfere with Alpine Access

Testing that your settings are correct

Identifying your version of Internet Explorer

1) In Internet Explorer, click on “Help” and then select “About Internet Explorer”.
   a) Internet Explorer 6 looks like this

About Internet Explorer
Microsoft
Internet Explorer
Version: 6.0.2900.2180.xpsp_sp2_gdr.070227-2254
Cipher Strength: 128-bit
Product ID:76477-OEM-0057475-52420
Update Versions:; SP2;
Based on NCSA Mosaic. NCSA Mosaic(TM); was developed at the National Center for Supercomputing Applications at the University of Illinois at Urbana-Champaign.
Copyright ©1995-2004 Microsoft Corp.
OK

   b) Internet Explorer 8 looks like this:

About Internet Explorer
Windows
Internet Explorer 8
Version: 8.0.6001.18702
Cipher Strength: 128-bit
Product ID: 01398-600-0052687-45188
Update Versions: 0
Warning: This computer program is protected by copyright law and international treaties. Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under the law.
OK
©2009 Microsoft Corporation
System Info...

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d) Internet Explorer 9 looks like this:

About Internet Explorer
Windows Internet Explorer 9
Version: 9.0.8112.16421
Update Versions: 9.0.2 (KB2559049)
Cipher Strength: 256-bit
Product ID: 03553-011-1515952-86554
Warning: This computer program is protected by copyright law and international treaties. Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under the law.
© 2011 Microsoft Corporation
OK

Internet Explorer 10 is displayed like this:

i. You can leave the check box for automatic updates checked.

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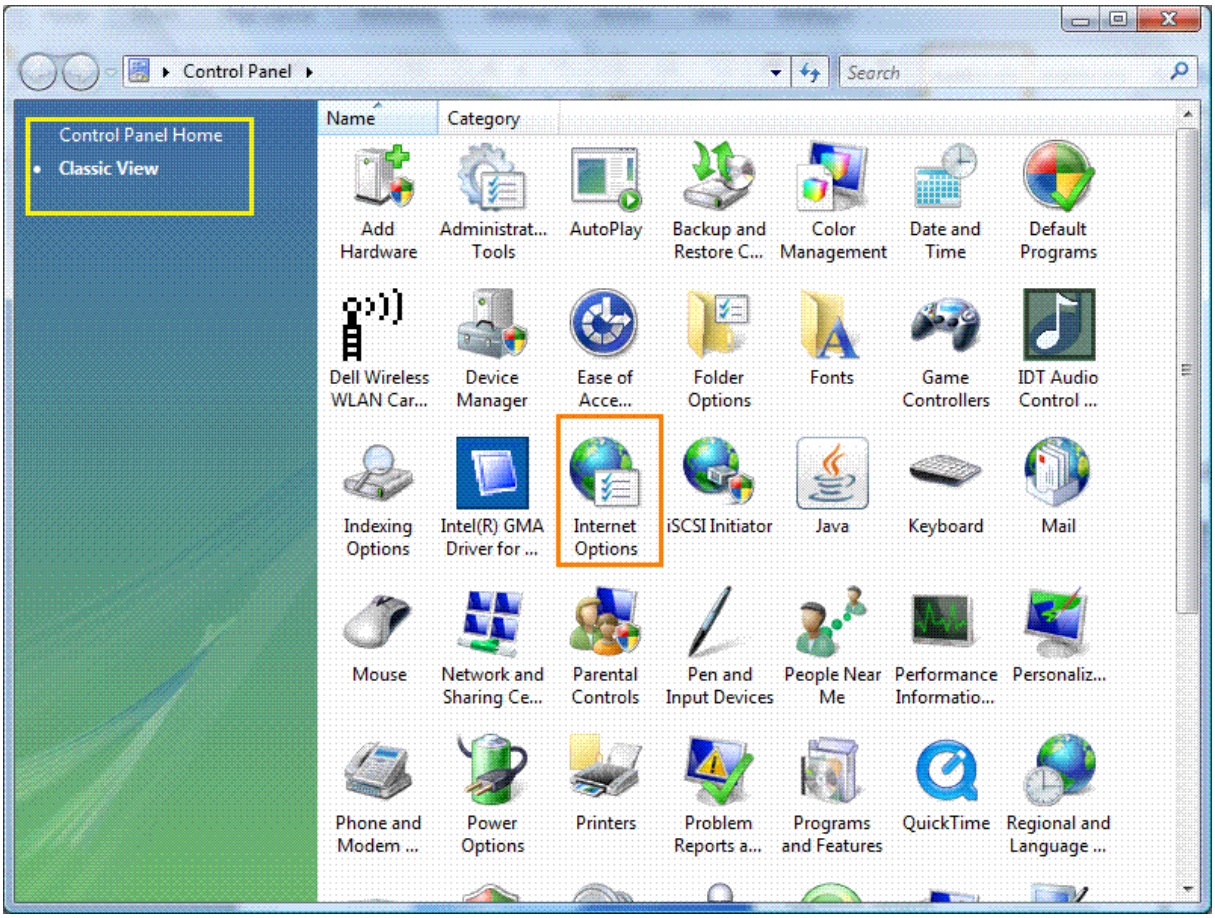
Internet Explorer 11 is displayed like this:

i. You can leave the check box for automatic updates checked.

2) In order to correctly setup your version of Internet Explorer, please continue to the setup section that matches your version.
   a) Settings for Internet Explorer 8.x
   b) Settings for Internet Explorer 9.x
   c) Settings for Internet Explorer 10.x
   d) Settings for Internet Explorer 11.x

Settings for Internet Explorer 8.x

1) Close all Internet Explorer windows. In the Control Panel, locate “Internet Options” and double-click. NOTE: If items are listed by “Category” check the area with yellow boxed area in picture below and switch to a “Classic View”.



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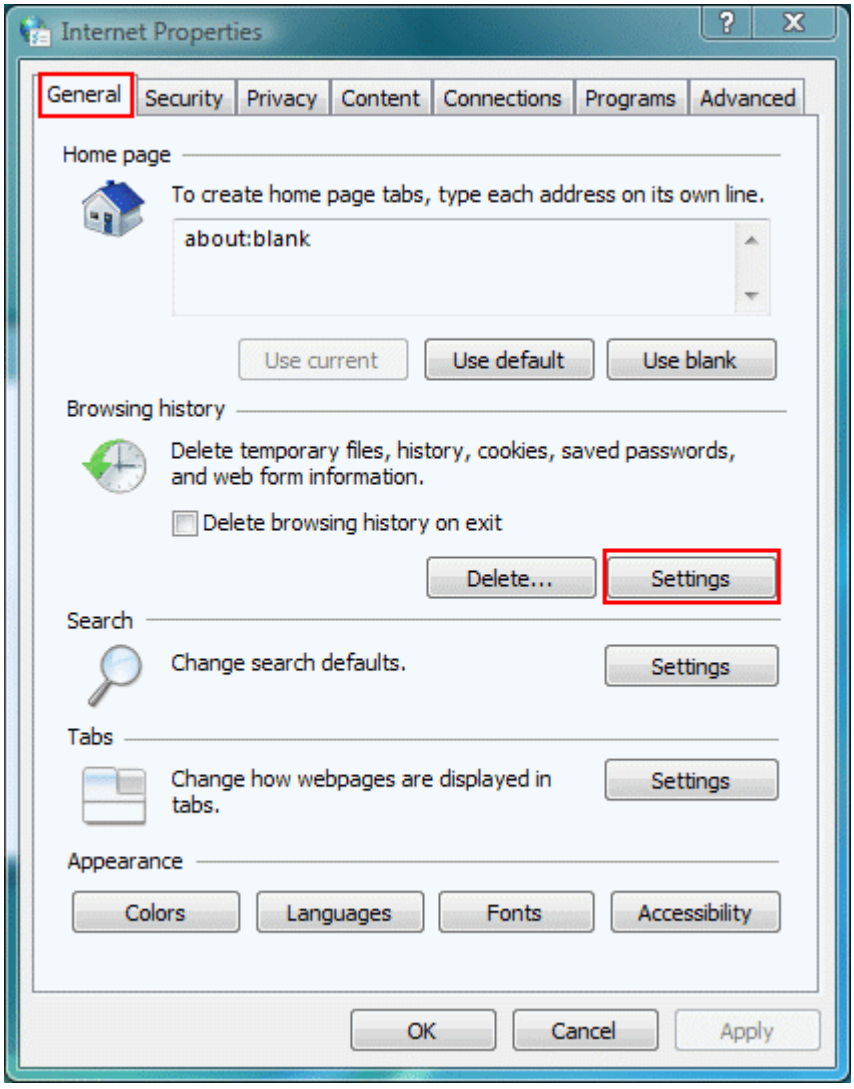
2) Cache Settings

a) On the General tab, underneath “Browsing History”, click on the “Settings” button.



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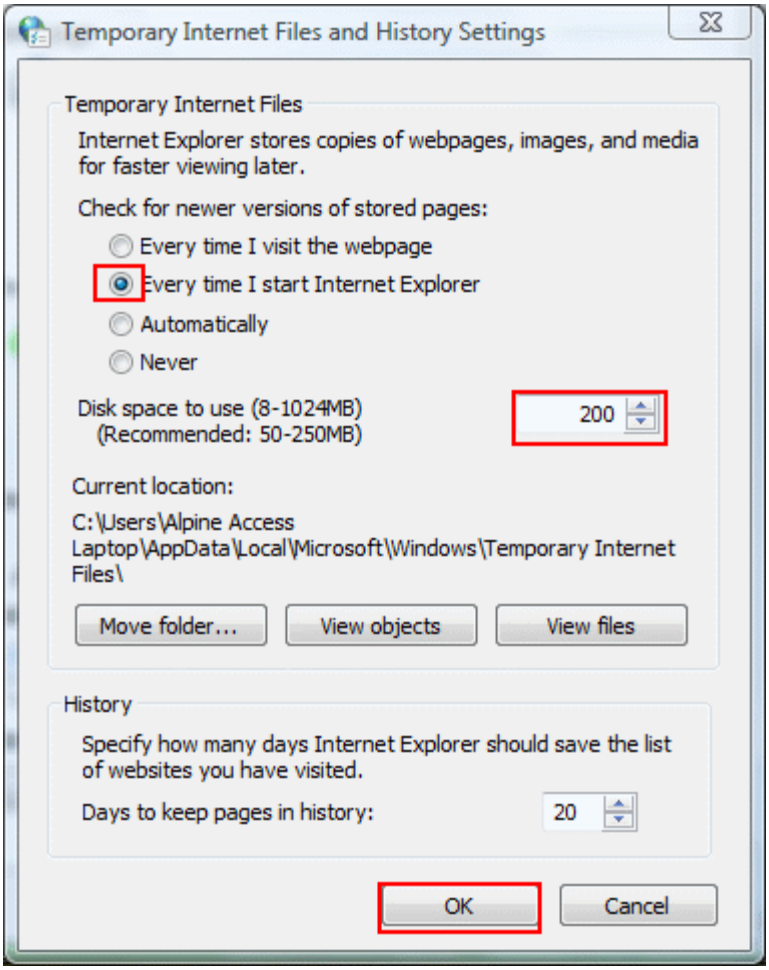
b) Then, under “Temporary Internet Files”, select the radio button for “Every time I Start Internet Explorer”.
c) Disk space to use (8-1024MB): Set to 200 MB.
d) Click "OK".


Temporary Internet Files and History Settings
Temporary Internet Files
Internet Explorer stores copies of webpages, images, and media for faster viewing later.
Check for newer versions of stored pages:
Every time I visit the webpage
Every time I start Internet Explorer
Automatically
Never
Disk space to use (8-1024MB)
(Recommended: 50-250MB)
200
Current location:
C:\Users\Alpine Access Laptop\AppData\Local\Microsoft\Windows\Temporary Internet Files\
Move folder...
View objects
View files
History
Specify how many days Internet Explorer should save the list of websites you have visited.
Days to keep pages in history:
20
OK
Cancel

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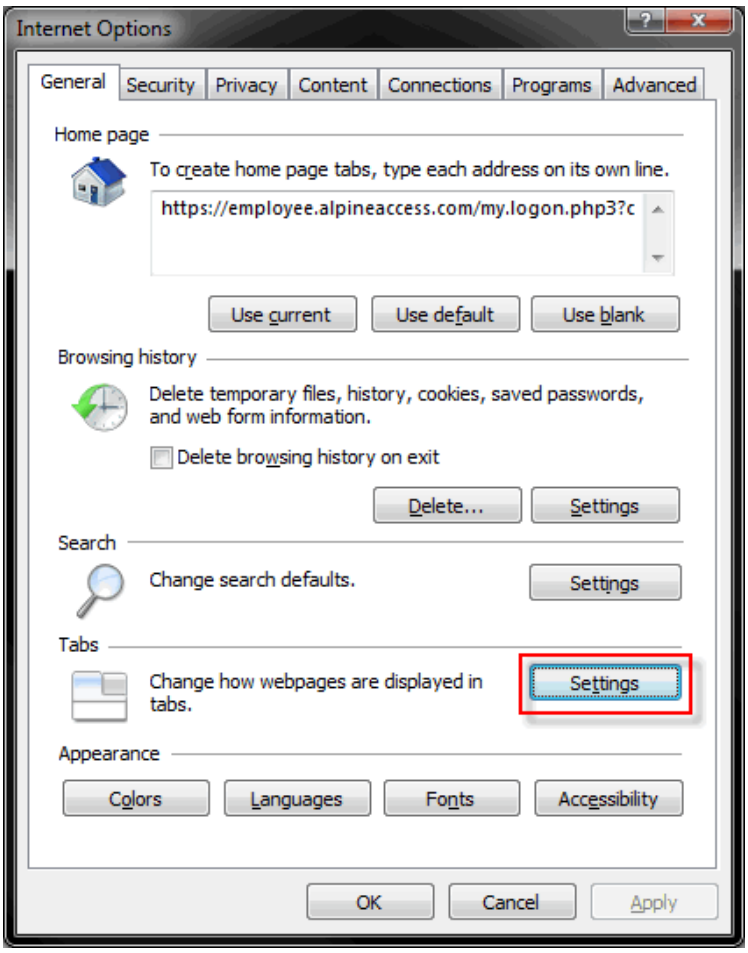
3) Tab Settings

a) Still on the "General Tab" down in the "Tabs" section click the "Settings" button.



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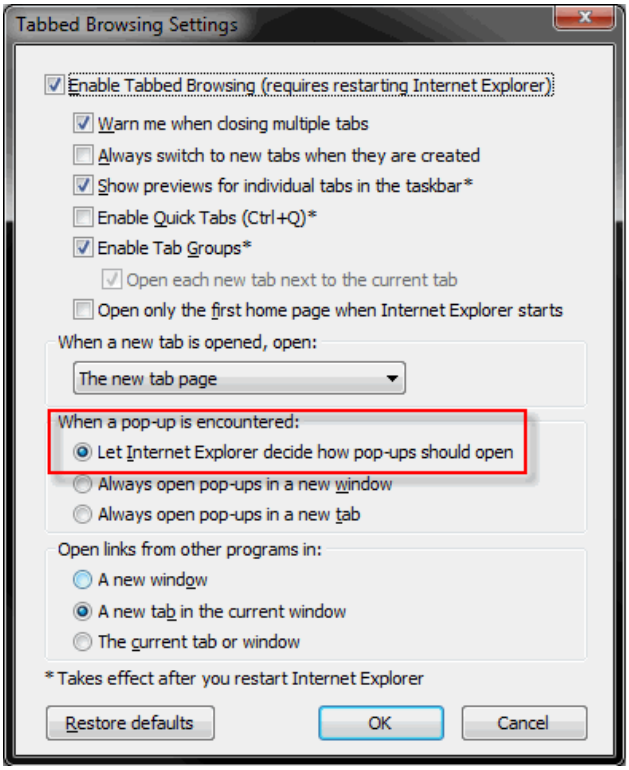
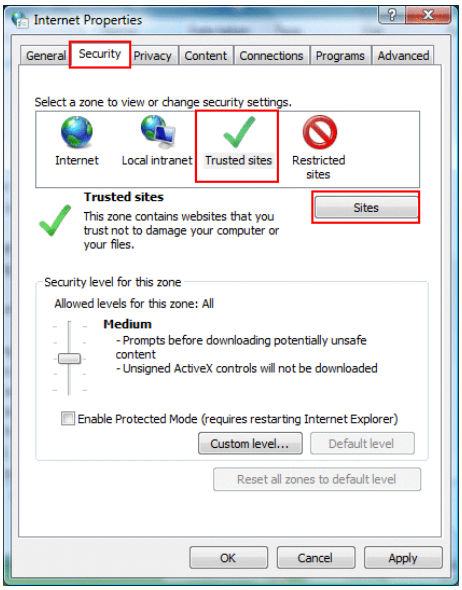
b) In the "When a pop-up is encountered" section please select the radio button "Let Internet Explorer decide how pop-ups should open"


Tabbed Browsing Settings
Enable Tabbed Browsing (requires restarting Internet Explorer)
Warn me when closing multiple tabs
Always switch to new tabs when they are created
Show previews for individual tabs in the taskbar*
Enable Quick Tabs (Ctrl+Q)*
Enable Tab Groups*
Open each new tab next to the current tab
Open only the first home page when Internet Explorer starts
When a new tab is opened, open:
The new tab page
When a pop-up is encountered:
Let Internet Explorer decide how pop-ups should open
Always open pop-ups in a new window
Always open pop-ups in a new tab
Open links from other programs in:
A new window
A new tab in the current window
The current tab or window
* Takes effect after you restart Internet Explorer
Restore defaults
OK
Cancel

4) Adding Alpine as a Trusted Site

a) Click the “Security Tab” and then click on the “Trusted Sites” icon.
b) Click the “Sites” button that is just below the “Trusted Sites” icon to the right.



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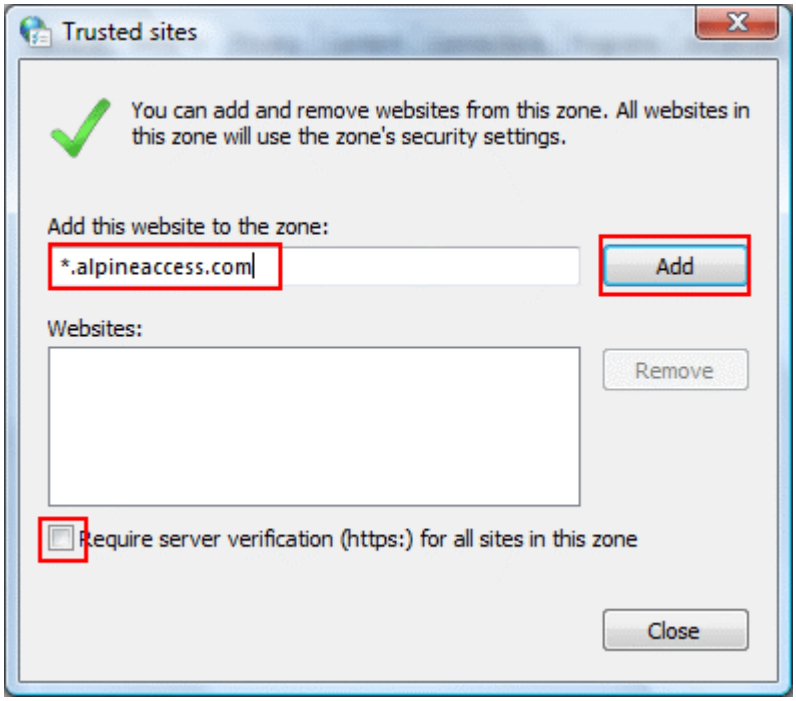
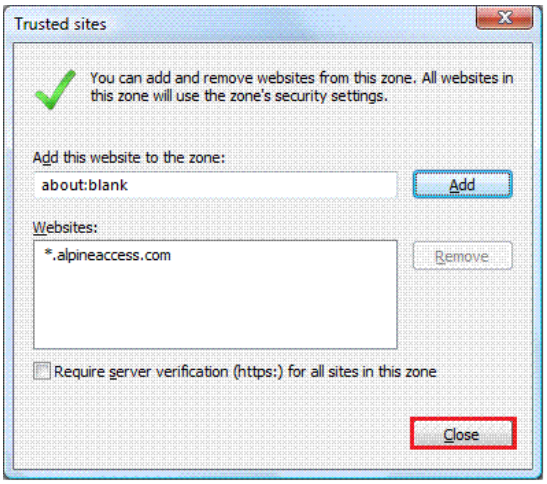
c) Uncheck the box for “Require server verification...”
d) In the Add this website to this zone field add ***.alpineaccess.com**

*(NOTE: No other variation of spelling will work correctly, it must be *.alpineaccess.com)*


Trusted sites
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.
Add this website to the zone:
*.alpineaccess.com
Add
Websites:
Remove
Require server verification (https:) for all sites in this zone
Close

e) Click on “Add” to add this website to the Trusted Sites zone.
f) Click “Close”.


Trusted sites
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.
Add this website to the zone:
about:blank
Add
Websites:
*.alpineaccess.com
Remove
Require server verification (https:) for all sites in this zone
Close

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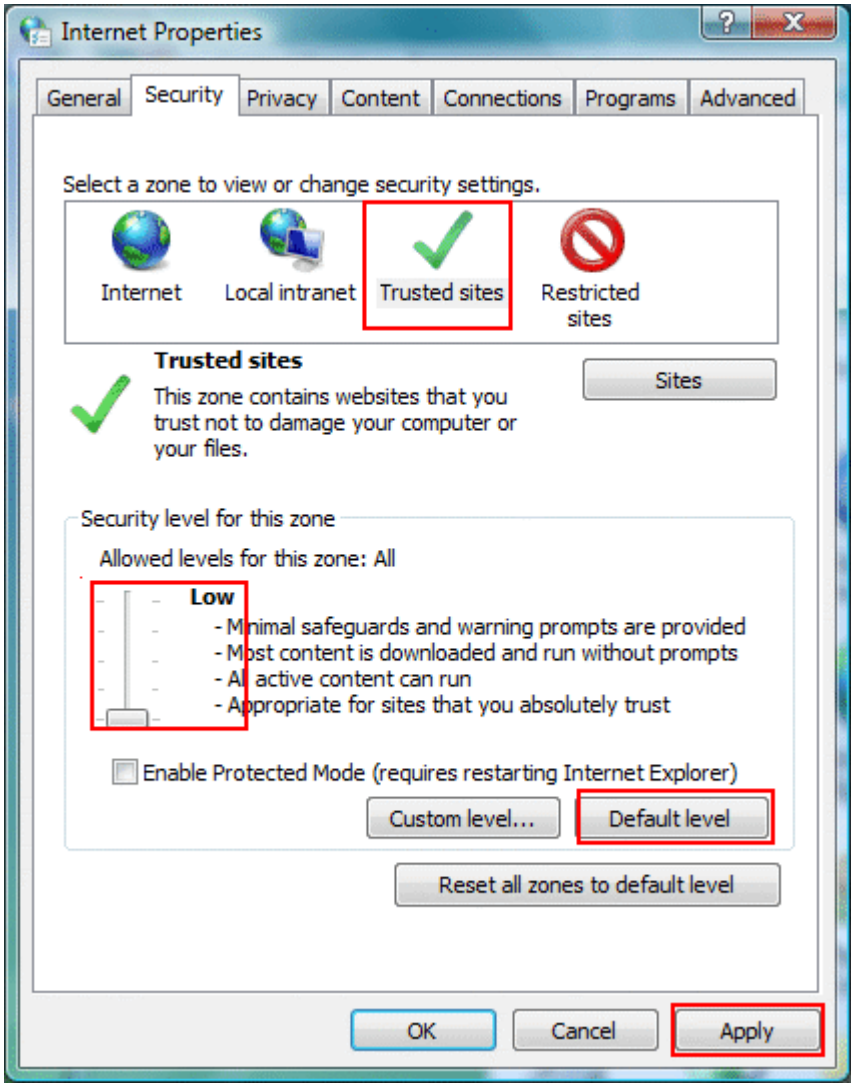
g) Still on the Security Tab, with the Trusted Sites icon selected.
h) If you see a slider for the “Security level for this zone”---ensure it is set to Low.
i) If you do not see a slider, click on the “Default Level” button and then lower the slider to the Low position.



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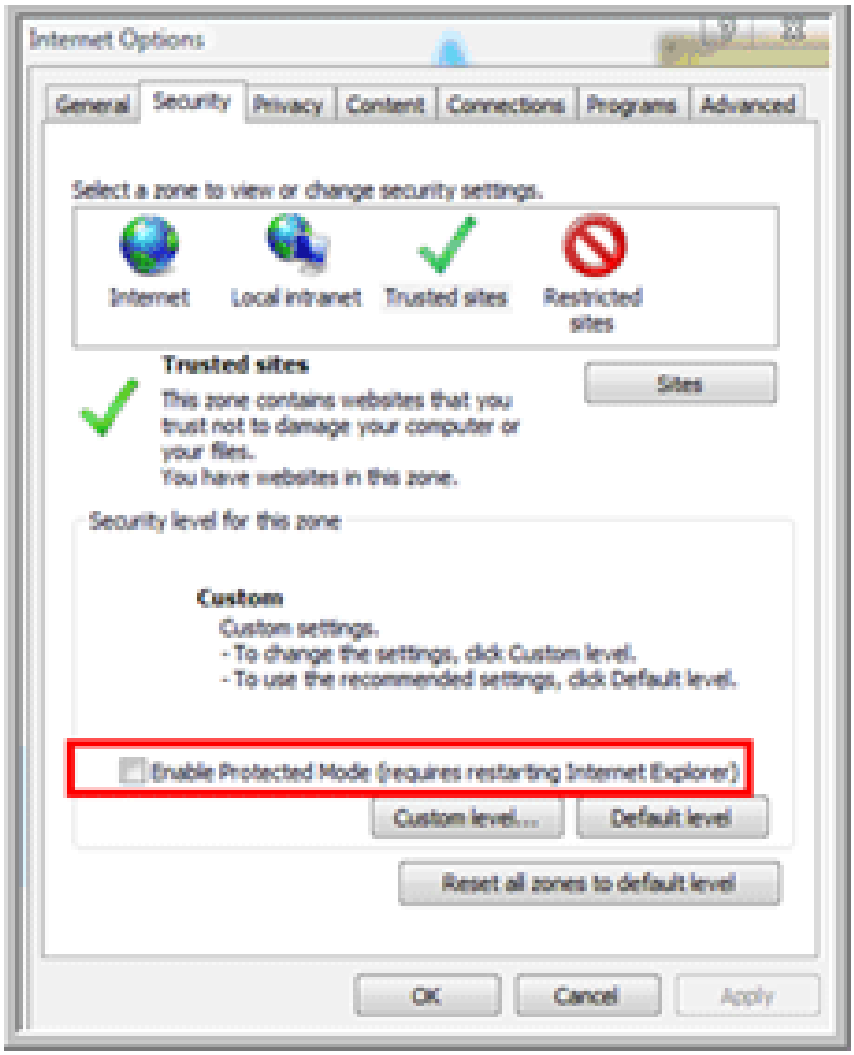
j) Ensure that “Protected Mode” for Trusted Sites is turned **OFF.**



k) Click "Apply".

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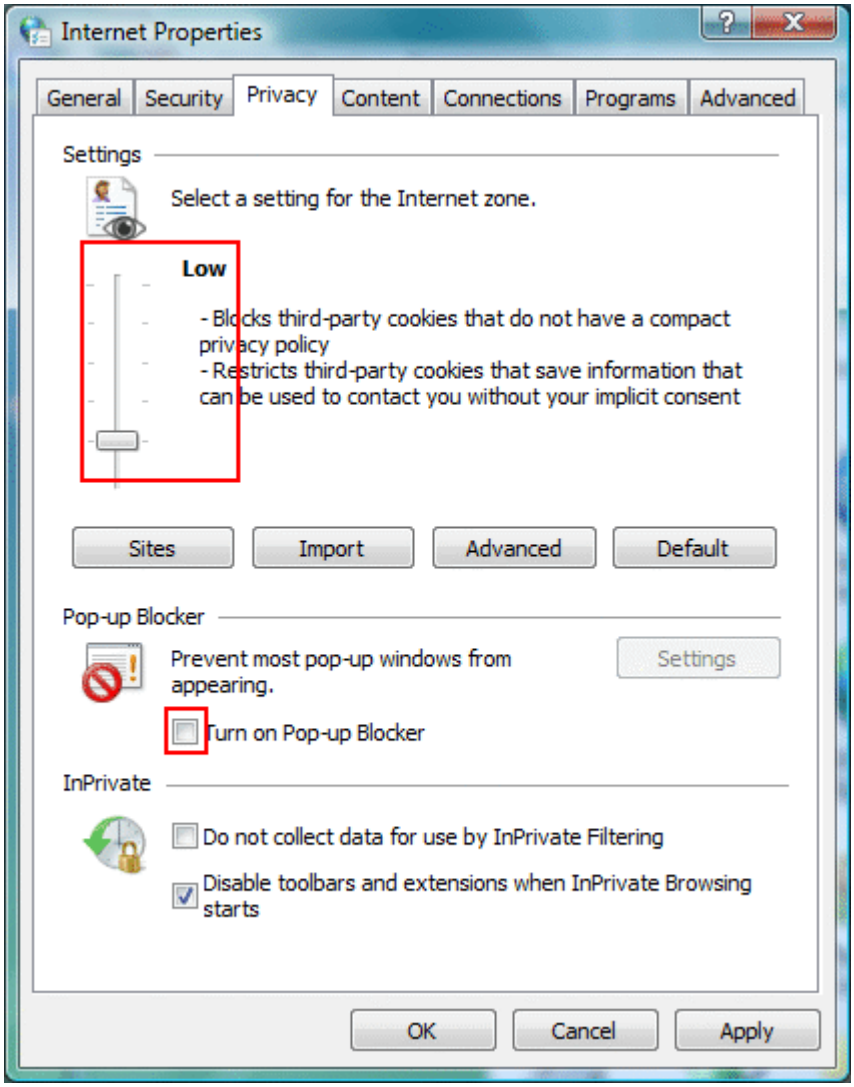
5) Cookie settings and Pop-Up Blocker Settings Click on the “Privacy” tab
   a) If you see a slider under “Settings”, ensure that it is set to Low.
   b) If you do not see a slider, click on the “Default” button and lower the slider Low.
   c) Under “Pop-up Blocker”, make sure the box is unchecked Click “OK”.



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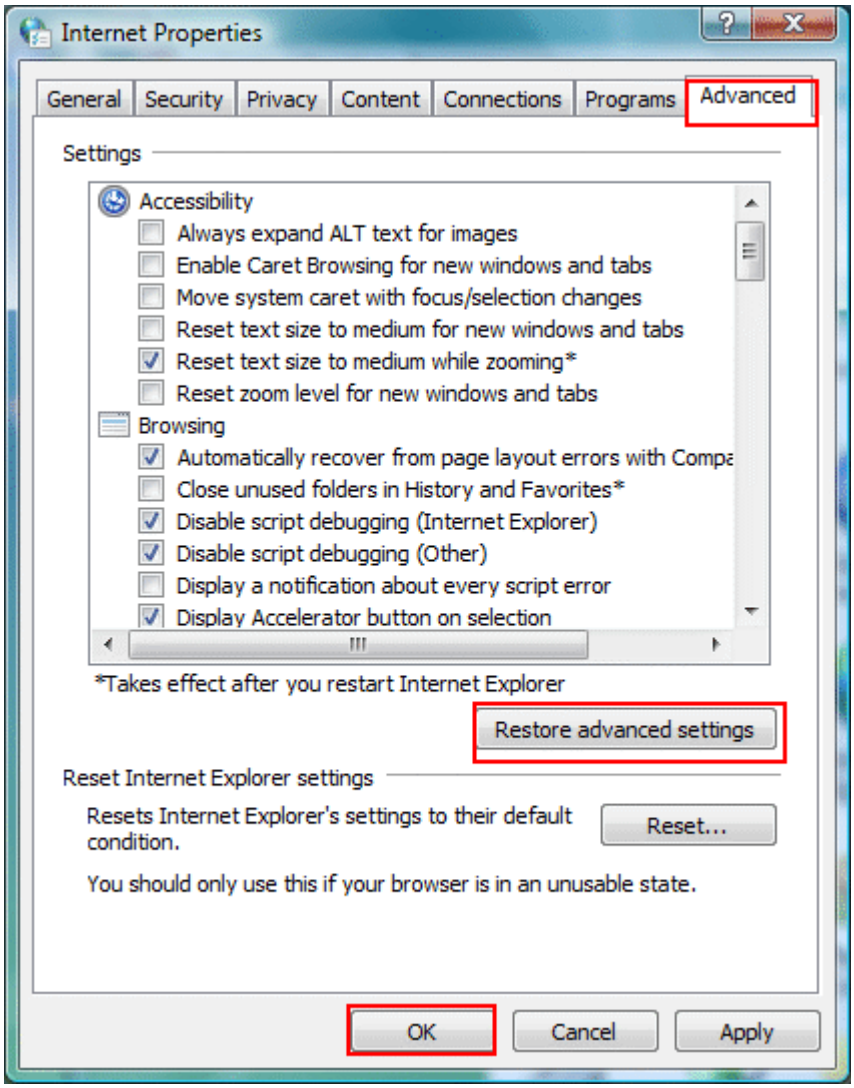
6) Advanced Internet Explorer settings

a) Click on “Advanced” tab.

b) Click on “Restore Advanced Settings” (NOTE: Do not click on “Reset” as this will erase any of your previous settings).


Internet Properties
General
Security
Privacy
Content
Connections
Programs
Advanced
Settings
Accessibility
Always expand ALT text for images
Enable Caret Browsing for new windows and tabs
Move system caret with focus/selection changes
Reset text size to medium for new windows and tabs
Reset text size to medium while zooming*
Reset zoom level for new windows and tabs
Browsing
Automatically recover from page layout errors with Compa
Close unused folders in History and Favorites*
Disable script debugging (Internet Explorer)
Disable script debugging (Other)
Display a notification about every script error
Display Accelerator button on selection
*Takes effect after you restart Internet Explorer
Restore advanced settings
Reset Internet Explorer settings
Resets Internet Explorer's settings to their default condition.
Reset...
You should only use this if your browser is in an unusable state.
OK
Cancel
Apply

IMPORTANT: If any Internet Explorer Windows were opened while making these adjustments they MUST be closed and Internet Explorer re-opened before testing these new settings.

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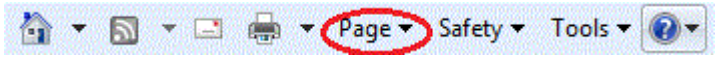
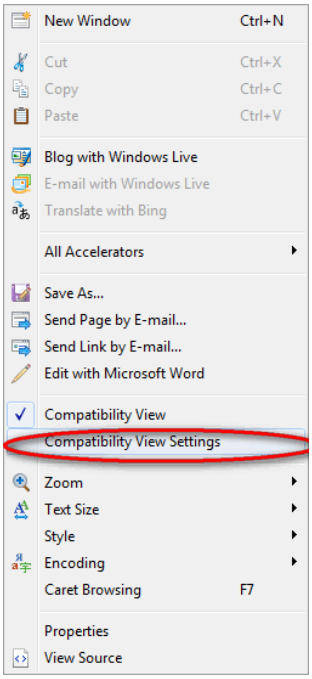
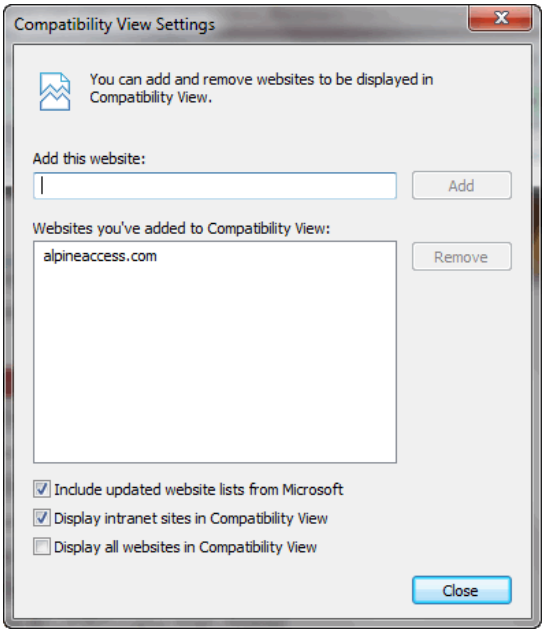
Set Compatibility Mode for Alpine Access: Open up Internet Explorer, locate the Command Bar and the Page List Arrow Button, select it and left click on Compatibility View Settings, Add alpineaccess.com to this section.






Compatibility View Settings
You can add and remove websites to be displayed in Compatibility View.
Add this website:
Add
Websites you've added to Compatibility View:
alpineaccess.com
Remove
Include updated website lists from Microsoft
Display intranet sites in Compatibility View
Display all websites in Compatibility View
Close

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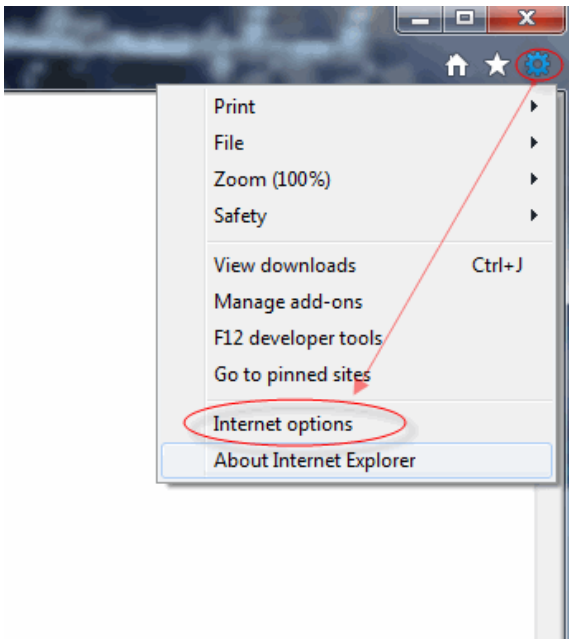
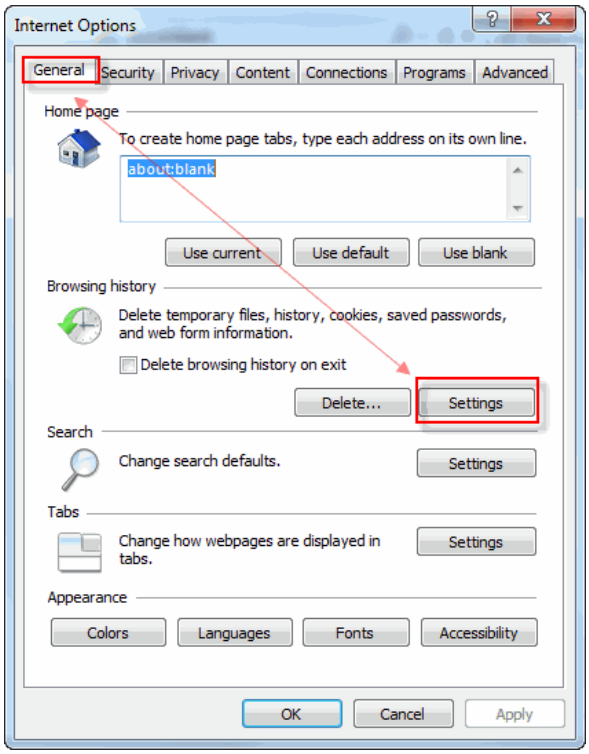
Settings for Internet Explorer 9.x

1) In the Internet Explorer window, click the "Tools Button" and then select "Internet Options".



2) Cache Settings

a) In the "Browsing history" section click the "Settings" Button. (New Window will appear)



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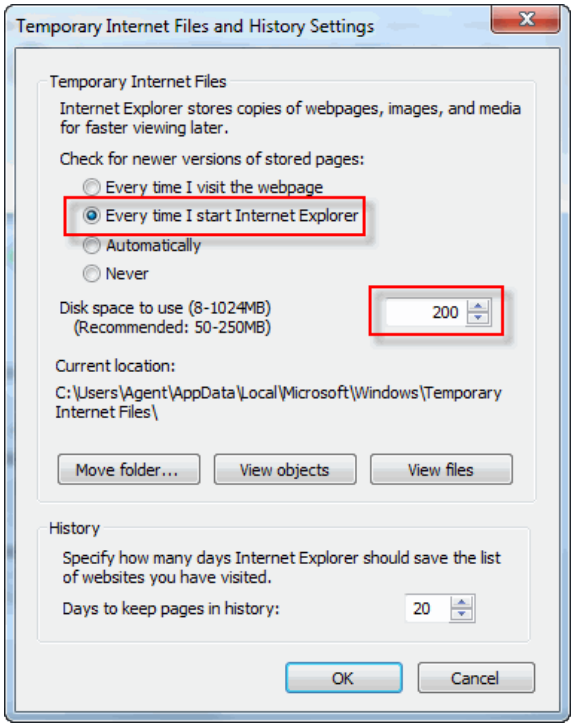
i. At the top, ensure the radio button for "Every time you start Internet Explorer" is selected.

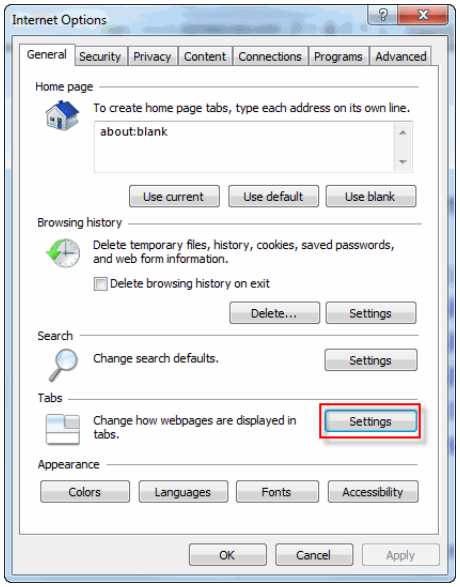
ii. Verify or Change "Amount of disk space to use" so it is set to 200 MB.


Temporary Internet Files and History Settings
Temporary Internet Files
Internet Explorer stores copies of webpages, images, and media for faster viewing later.
Check for newer versions of stored pages:
Every time I visit the webpage
Every time I start Internet Explorer
Automatically
Never
Disk space to use (8-1024MB)
(Recommended: 50-250MB)
200
Current location:
C:\Users\Agent\AppData\Local\Microsoft\Windows\Temporary Internet Files\
Move folder...
View objects
View files
History
Specify how many days Internet Explorer should save the list of websites you have visited.
Days to keep pages in history:
20
OK
Cancel

iii. Click "OK".

3) Tab Settings

a) Still on the "General Tab" down in the "Tabs" section click the "Settings" button.



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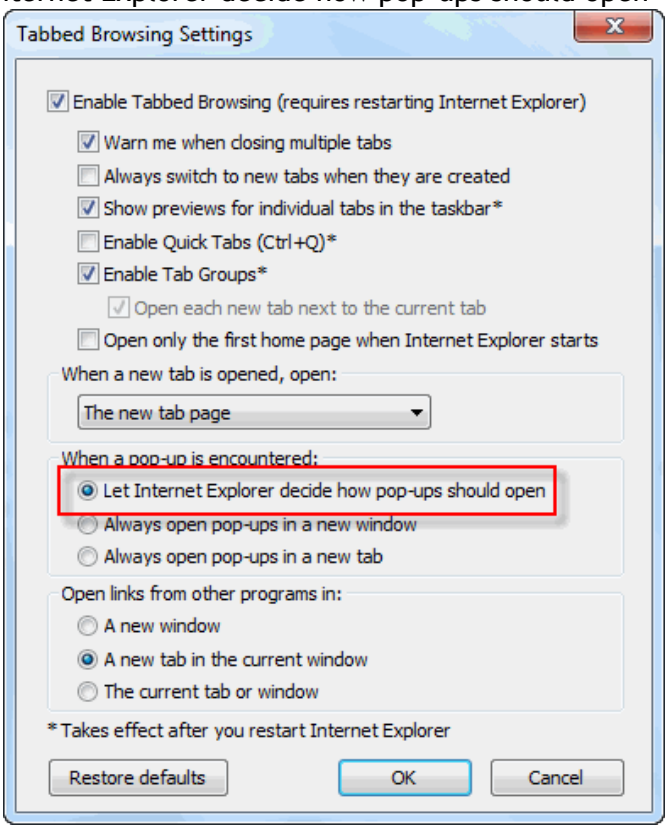
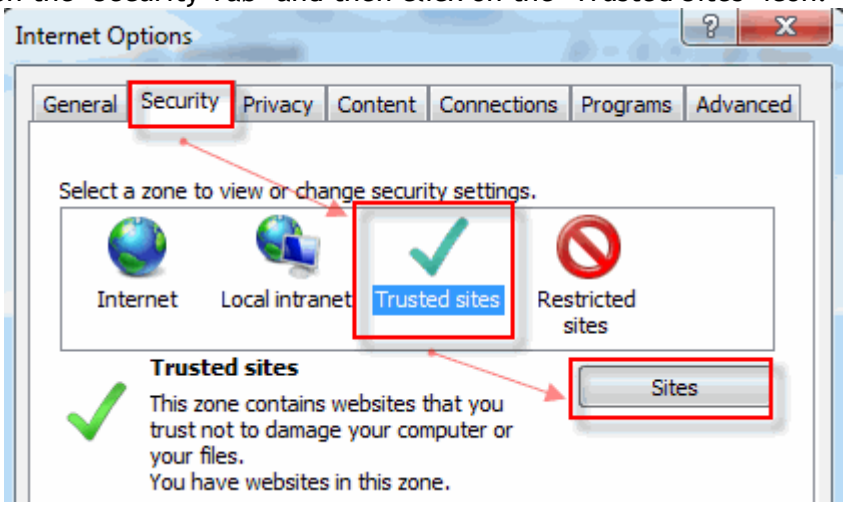
b) In the "When a pop-up is encountered" section you should select the radio button "Let Internet Explorer decide how pop-ups should open"


Tabbed Browsing Settings
Enable Tabbed Browsing (requires restarting Internet Explorer)
Warn me when closing multiple tabs
Always switch to new tabs when they are created
Show previews for individual tabs in the taskbar*
Enable Quick Tabs (Ctrl+Q)*
Enable Tab Groups*
Open each new tab next to the current tab
Open only the first home page when Internet Explorer starts
When a new tab is opened, open:
The new tab page
When a pop-up is encountered:
Let Internet Explorer decide how pop-ups should open
Always open pop-ups in a new window
Always open pop-ups in a new tab
Open links from other programs in:
A new window
A new tab in the current window
The current tab or window
*Takes effect after you restart Internet Explorer
Restore defaults
OK
Cancel

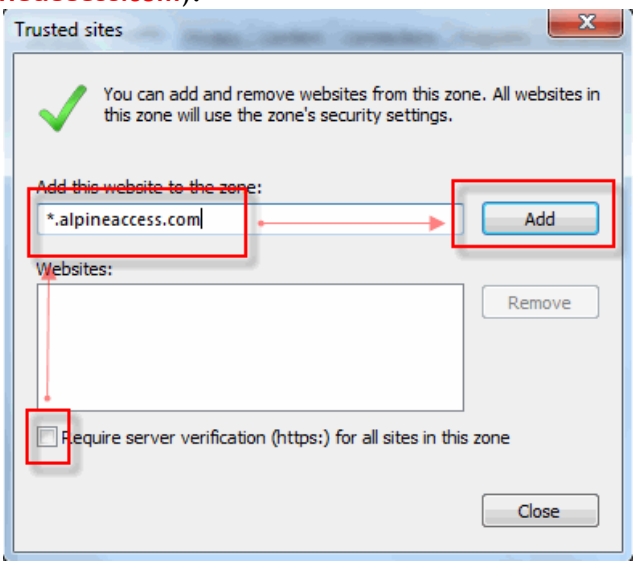
4) Trusted Sites

a) Click on the "Security Tab" and then click on the "Trusted Sites" icon.

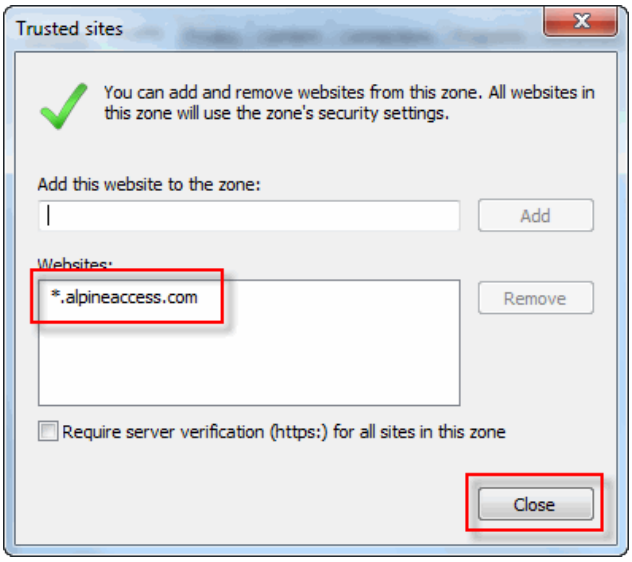


b) Click on the "Sites" button that is just below the "Trusted Sites" icon and to the right.

c) Uncheck the box for "Require server verification ..." And add ***.alpineaccess.com** (NOTE: No other variation of spelling will work correctly, it must be ***.alpineaccess.com**).


Trusted sites
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.
Add this website to the zone:
*.alpineaccess.com
Add
Websites:
Remove
Require server verification (https:) for all sites in this zone
Close

d) Click on "Add" to add this website to the Trusted Site Zone.


Trusted sites
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.
Add this website to the zone:
Add
Websites:
*.alpineaccess.com
Remove
Require server verification (https:) for all sites in this zone
Close

e) Click "Close".

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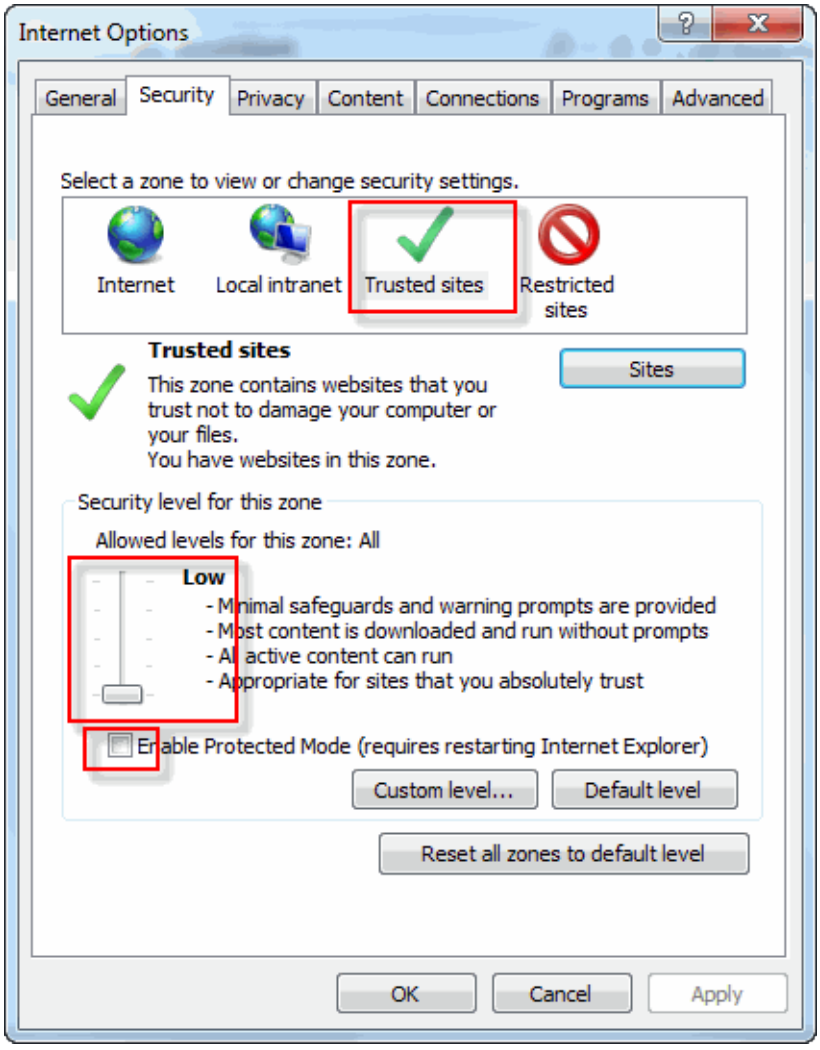
5) **Trusted Sites Continued -** Still on the Security Tab, with the Trusted Sites icon selected. If you see a slider for the "Security level for this zone" -- ensure it is set to "Low", and "Enable Protected Mode" is unchecked.

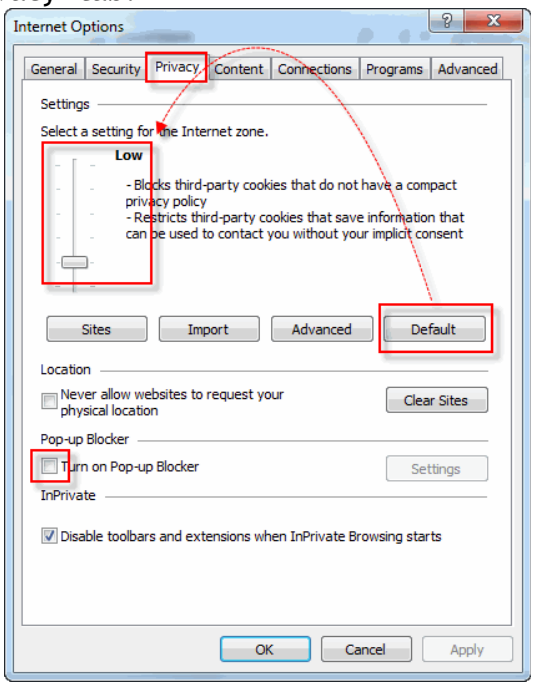


a) If you do not see a slider, click on the "Default Level" button and then lower the slider to the "Low" position.

b) Click on "Apply".

6) Cookie settings and Pop-Up Blocker Settings

a) Click on the "Privacy" tab.



b) If you see a slider under "Settings", ensure that it is set to "Low".

c) If you do not see a slider, click on the "Default" button and lower the slider "Low"

d) Under "Pop-up Blocker", make sure the box is unchecked.

e) Click "Apply".

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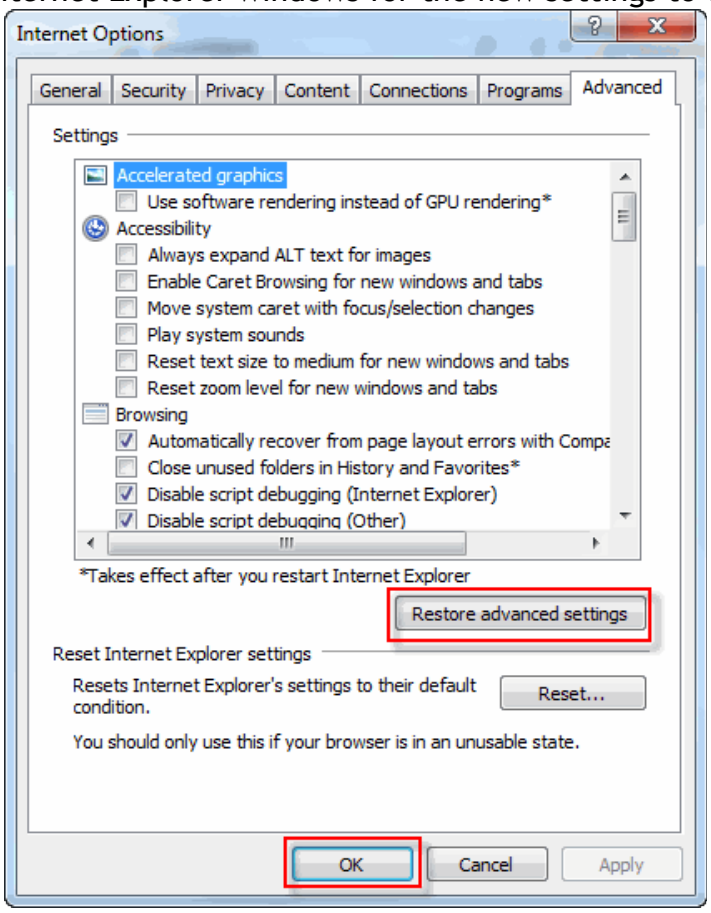
7) Advanced Internet Explorer settings

a) Click the "Advanced" tab.

b) Click the "Restore advanced settings" button.

c) Click "OK" (The Internet Options Window should close)

d) Close all Internet Explorer windows for the new settings to take effect.



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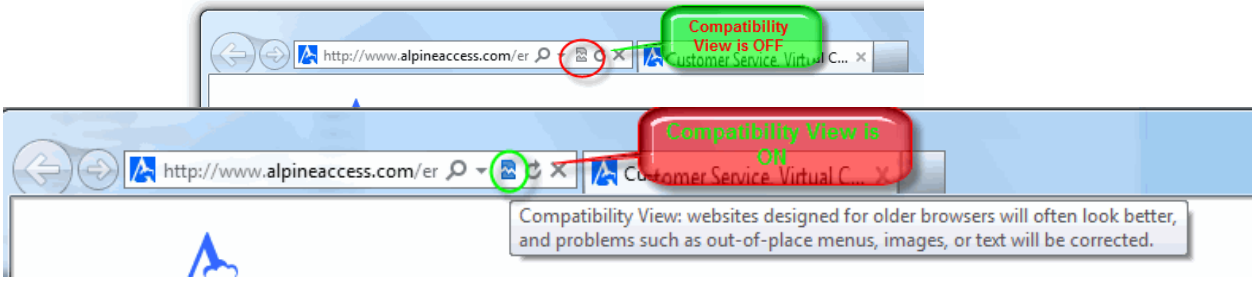
8) Compatibility View set for Alpine Access

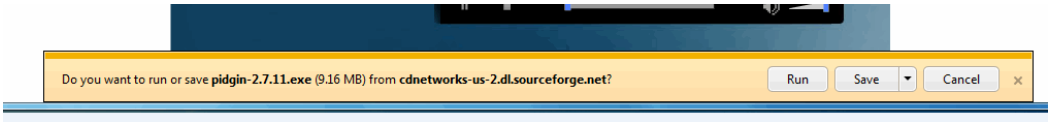
a) Bring up Alpine Access home page and click the Compatibility Icon in the Address bar confirm it turns BLUE like in the second figure.


Compatibility View is OFF
http://www.alpineaccess.com/er
Compatibility View is ON
Compatibility View: websites designed for older browsers will often look better, and problems such as out-of-place menus, images, or text will be corrected.

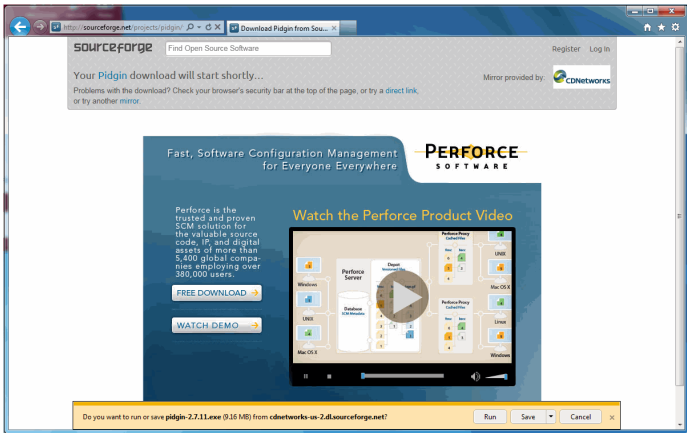
9) Notification Bar

a) The Notification Bar gets a new look and location in Internet Explorer 9

i. The bar is much easier to see with its color scheme.



ii. Also relocated to the bottom of the window.



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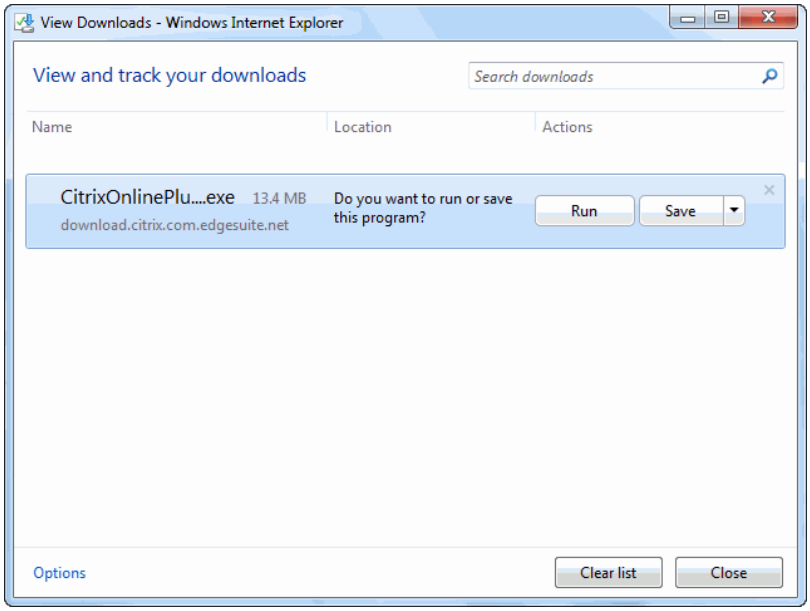
10) Download Manager

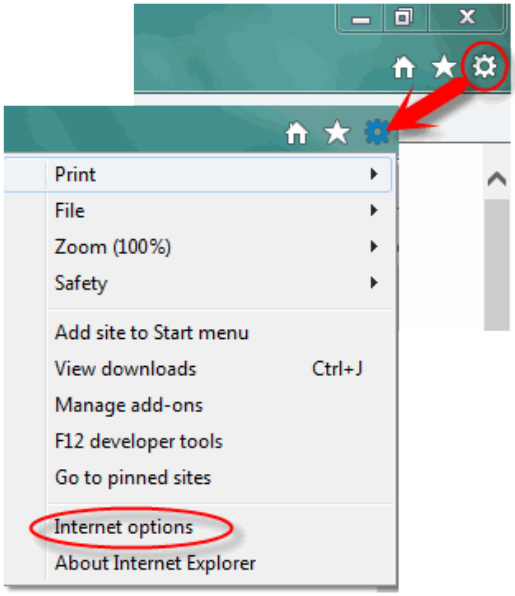
a) Internet now comes with a download manager and this feature cannot be disabled.



11) Proceed to Toolbars

Internet Explorer Settings for 10.x

1) With Internet Explorer window open select the "Tools" icon then "Internet options" to make the following changes.



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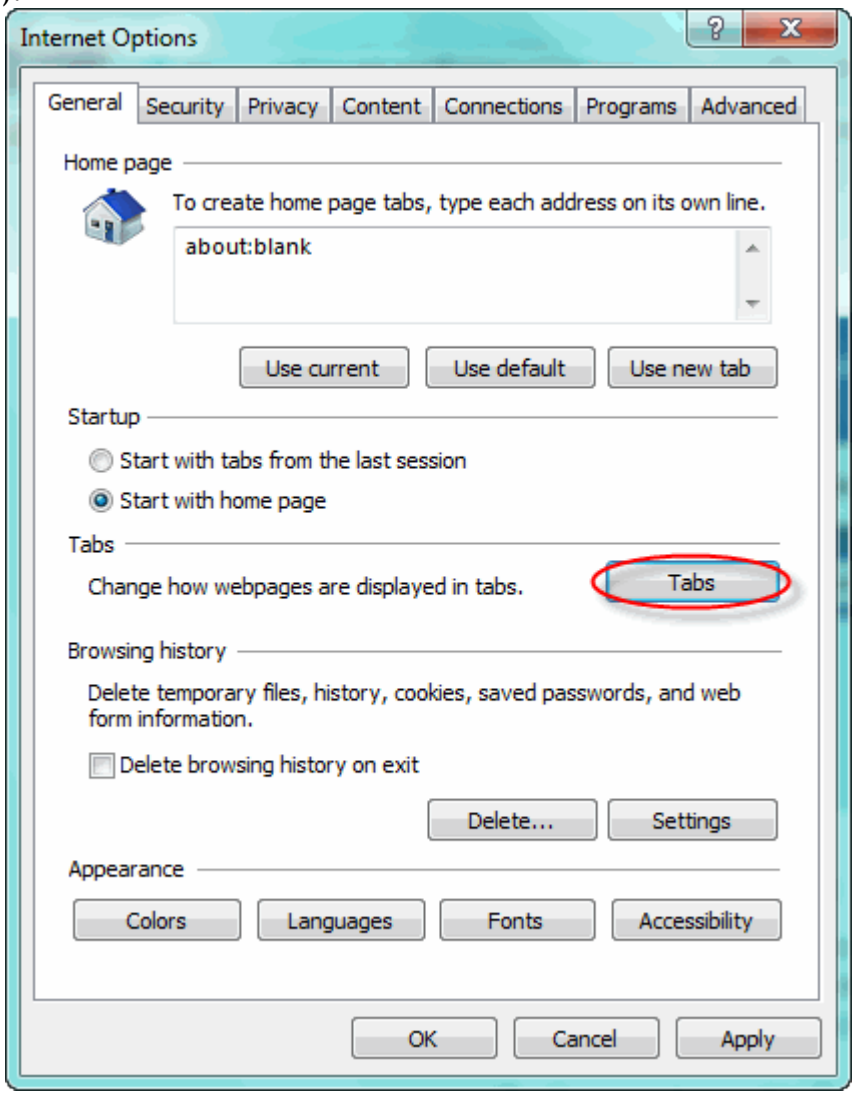
2) General Tab > Tabs
   a) Click the Tab button to adjust the following settings. (a new window will appear).



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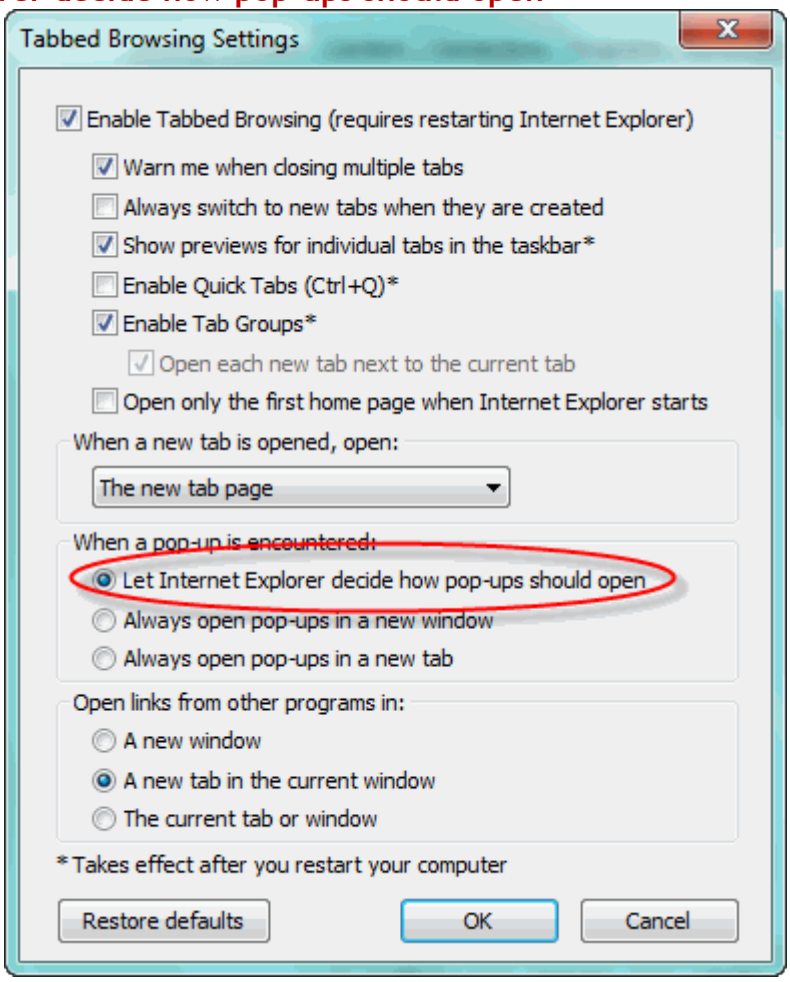
i. You are free to adjust these tab settings like you want. We've found these to be the best for SykesHome programs.

ii. When a pop-up is encountered > select radio button "**Let Internet Explorer decide how pop-ups should open**"


Tabbed Browsing Settings
Enable Tabbed Browsing (requires restarting Internet Explorer)
Warn me when closing multiple tabs
Always switch to new tabs when they are created
Show previews for individual tabs in the taskbar*
Enable Quick Tabs (Ctrl+Q)*
Enable Tab Groups*
Open each new tab next to the current tab
Open only the first home page when Internet Explorer starts
When a new tab is opened, open:
The new tab page
When a pop-up is encountered:
Let Internet Explorer decide how pop-ups should open
Always open pop-ups in a new window
Always open pop-ups in a new tab
Open links from other programs in:
A new window
A new tab in the current window
The current tab or window
*Takes effect after you restart your computer
Restore defaults
OK
Cancel

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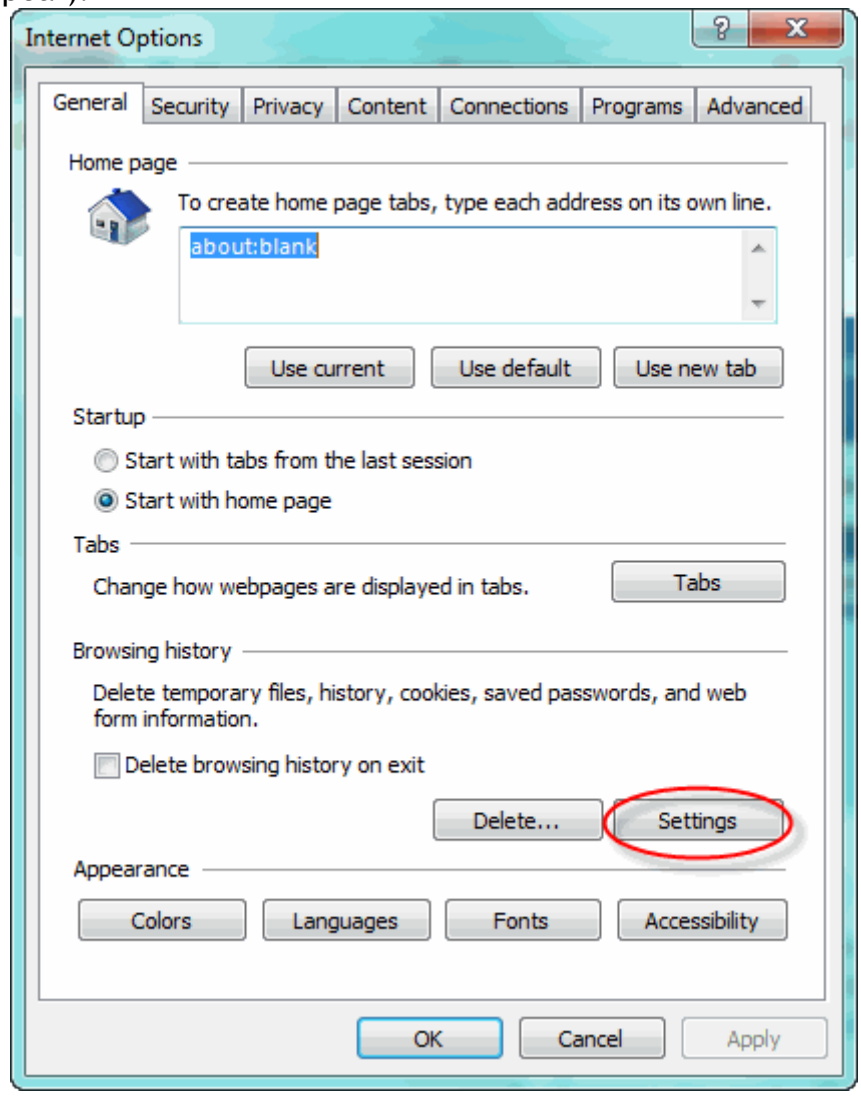
3) General Tab > Browsing history cache settings
    a) In the Browsing History section select the Settings Button (a new window will appear).



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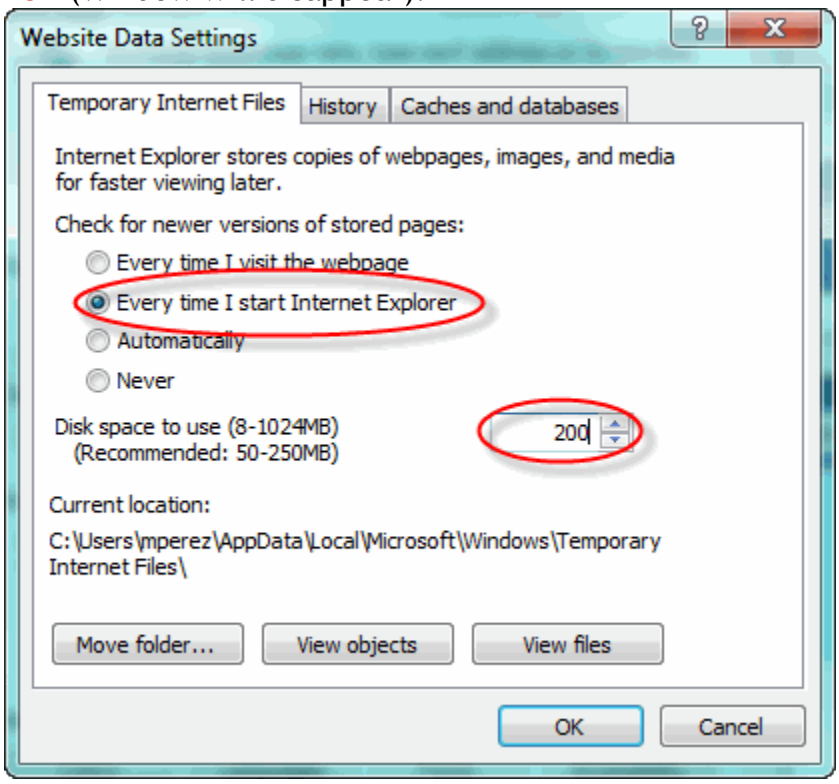
i. On the Temporary Internet Files Tab click the radio button for "Every time I start Internet Explorer".
ii. Disk Space to use should be set to **200**.
iii. Click OK (Window will disappear).



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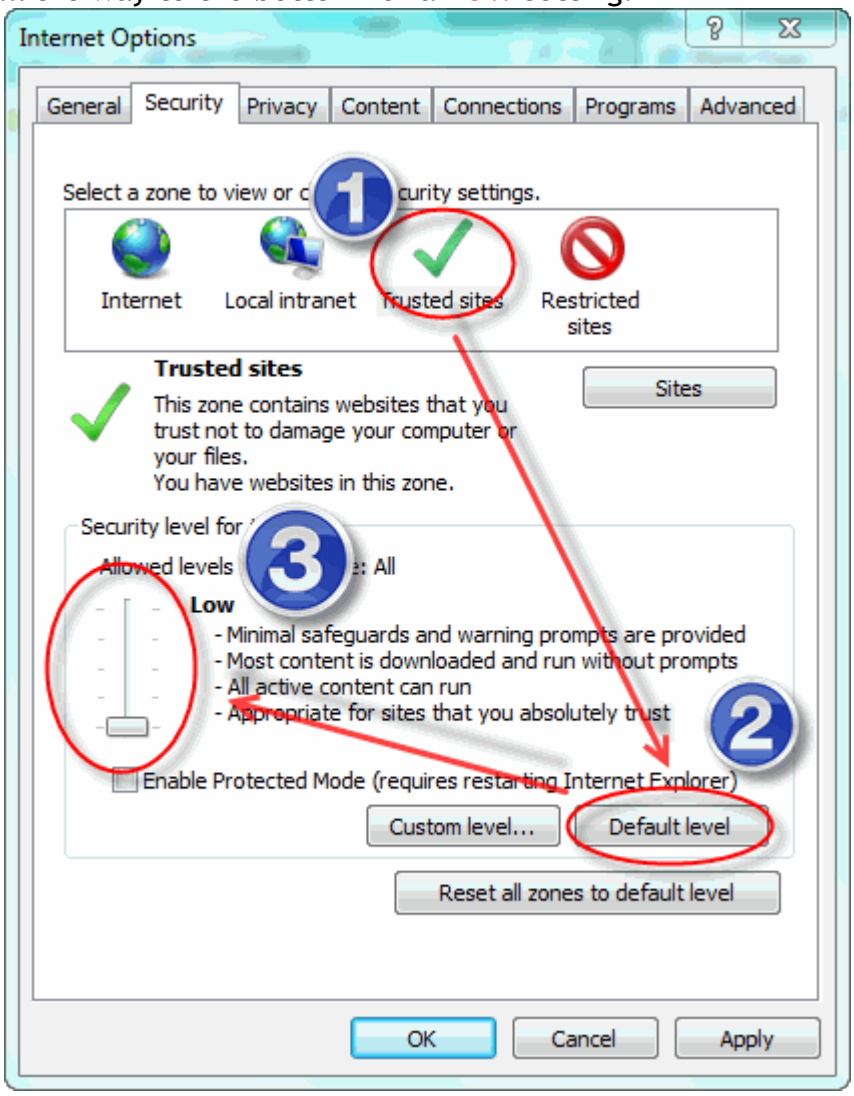
4) Security Tab – Trusted Sites to LOW
    a) Select **Trusted Sites**, then click the **Default level** button, adjust the slider all the way to the bottom for a **LOW** setting.



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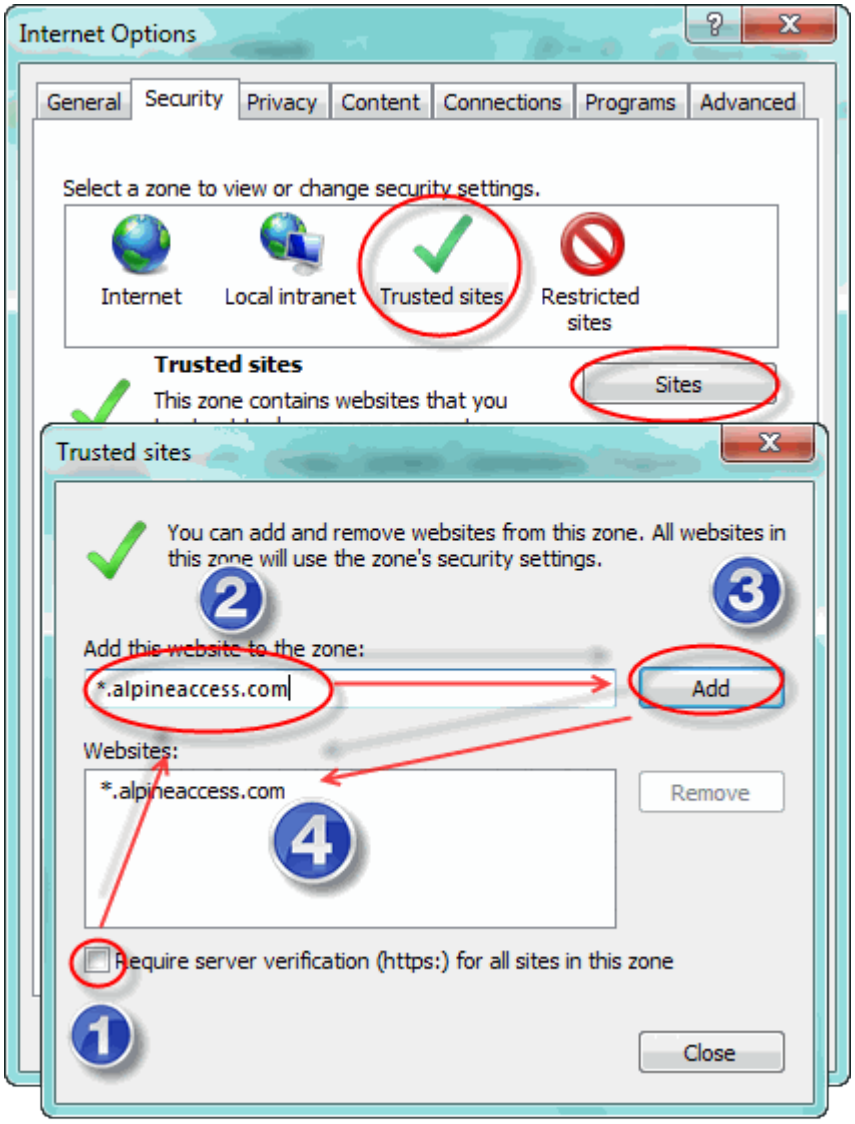
b) Select **Trusted Sites** and click the **Sites** button to add ***.alpineaccess.com** to list of sites (a new window will opened).

i. Uncheck the "Require server verification"

ii. Type ***.alpineaccess.com** in the "Add this web site to the zone:" field.

iii. Click the **Add** button. (This will add ***.alpineaccess.com** to the list of **Websites**.



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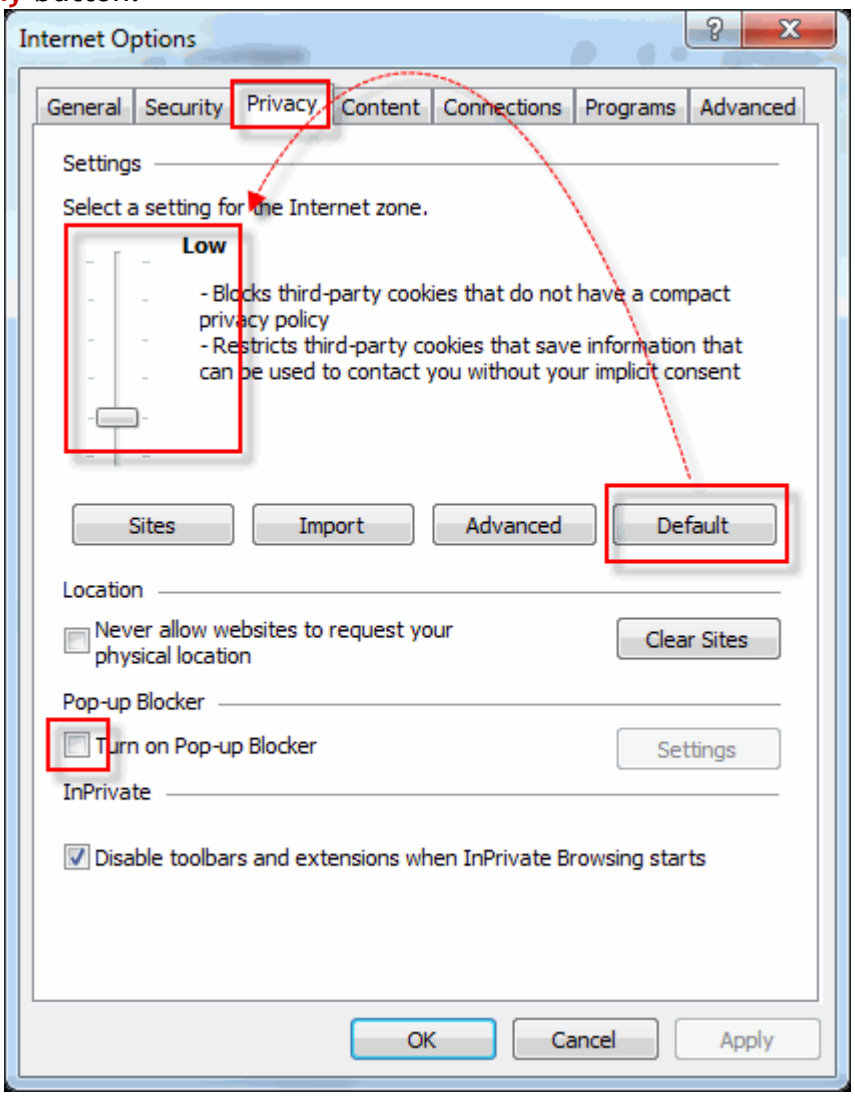
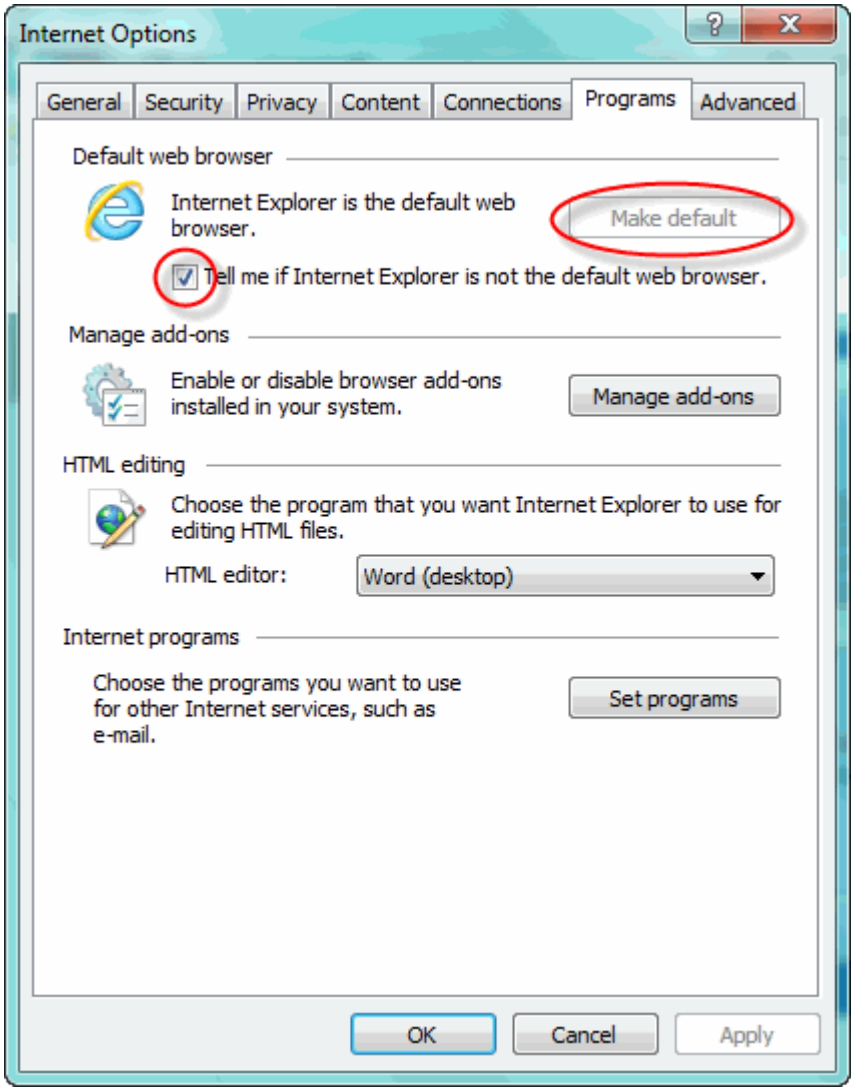
5) Privacy Tab
   a) If you don't see a slider, click the "Default level" button and then lower the slider to the lowest setting **LOW**.
   b) Verify the "**Turn on Pop-up blocker**" is UNCHECKED in the Pop-up Blocker section.
   c) Click the **Apply** button.

12)



6) Programs Tab
    a. Confirm Internet Explorer is your default browser.
        i. **Make default** button if not grayed out.
        ii. Check the box "**Tell me if Internet Explorer is not the default web browser.**"
        iii. Click **Apply**.



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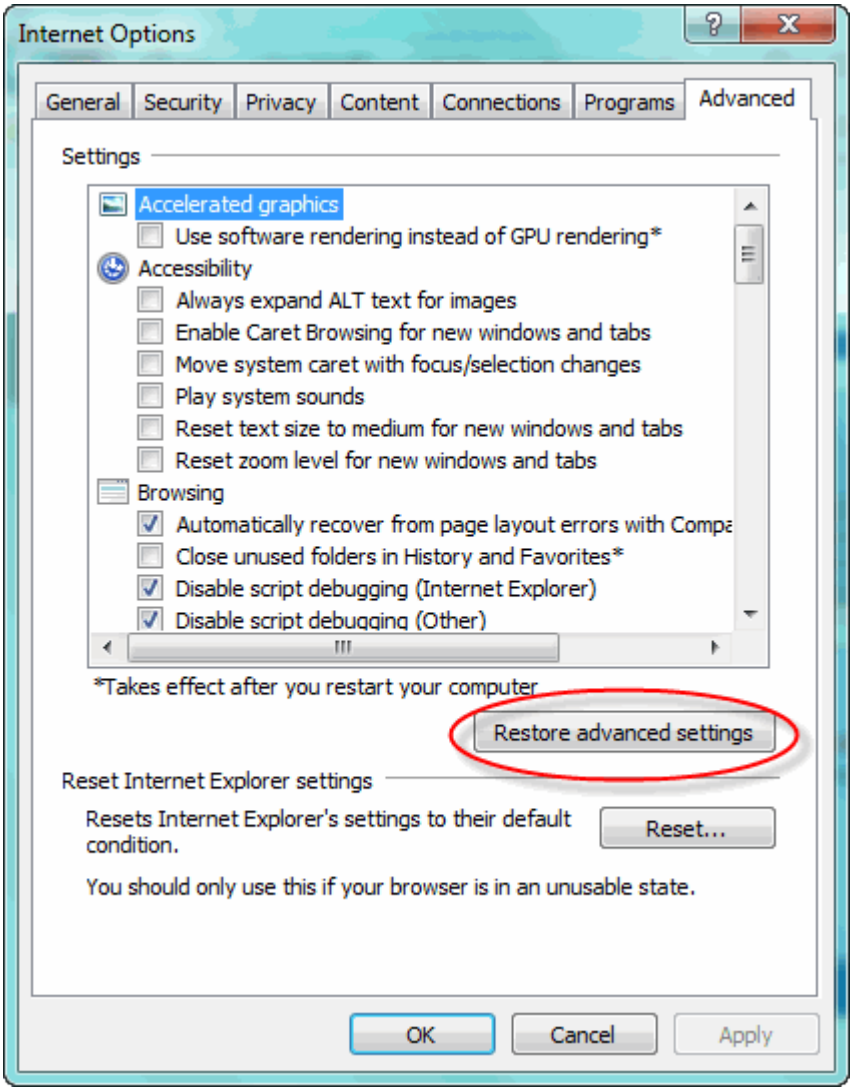
7) Advanced Tab
    a) Click the "**Restore advanced settings**" button.
    b) Click "**OK**" (The window will disappear).
    c) You must close all Internet Explorer windows for the new settings to take effect.



8) Compatibility Mode
    a) In order for Internet Explorer to display most of Sykes@Home pages in Web Center it is strongly recommended you set the "Display all websites in Compatibility View"
        i. With browser window opened press the Alt key on your keyboard, this will display the standard menu options. File, Edit, Favorites, View, Tools, Help.

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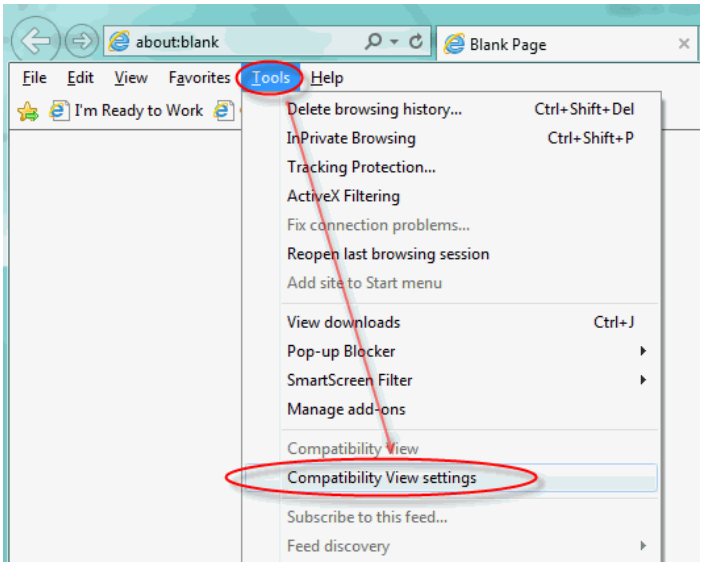
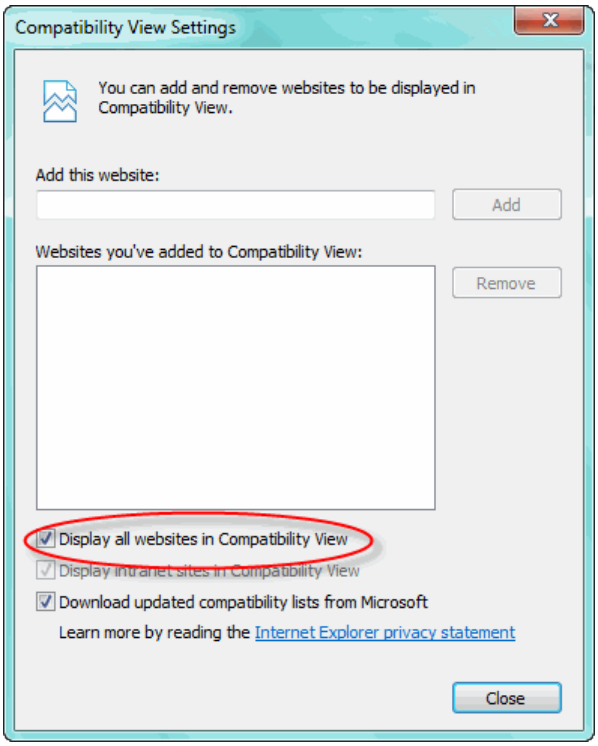
ii. Select **Tools**
iii. Then select **Compatibility View Settings** (a new window will appear).



iv. Check the "**Display all websites in Compatibility View**"
v. Click OK. (New window will disappear).


Compatibility View Settings
You can add and remove websites to be displayed in Compatibility View.
Add this website:
Add
Websites you've added to Compatibility View:
Remove
Display all websites in Compatibility View
Display intranet sites in Compatibility View
Download updated compatibility lists from Microsoft
Learn more by reading the Internet Explorer privacy statement
Close

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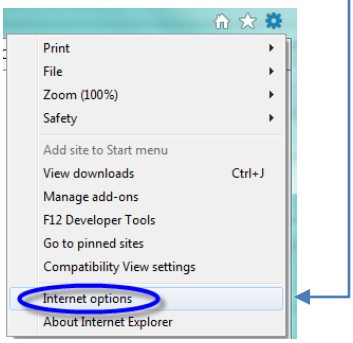
Internet Explorer Settings 11.x

1) Blank Internet Explorer Windows click Tools (Gear Icon) -> Internet Options;



2) **Internet Options** windows will appear;
    a. **General** tab
        i. **Tabs** Button
            1. Customize are required for your personal preference.
            2. SykesHome recommends these settings;
                a. Tab Browsing
                    i. Checked "Warn me when closing multiple tabs"
                    ii. Unchecked "Always switch to new tabs when they are created"
                    iii. Checked "Show previews for individual tabs in task bar*"
                    iv. Checked "Enable Tab Groups*" (By default "Open each new tab next to current tab" will be checked and grayed out)
                    v. Unchecked "Open only first home page when Internet Explorer starts
                b. "When new tab is opened, open:"
                    i. A blank page
                    ii. The new tab page - SELECT
                    iii. Your first home page
                c. "When a pop-up is encountered"
                    i. Let Internet Explorer decide how pop-ups should open – SELECT
                    ii. Always open pop-ups in new window
                    iii. Always open pop-ups in new tab
                d. "Open links from other programs in:
                    i. A new window
                    ii. A new tab in current windows – SELECT
                    iii. The current tab or window

*Takes effect after your reboot your computer

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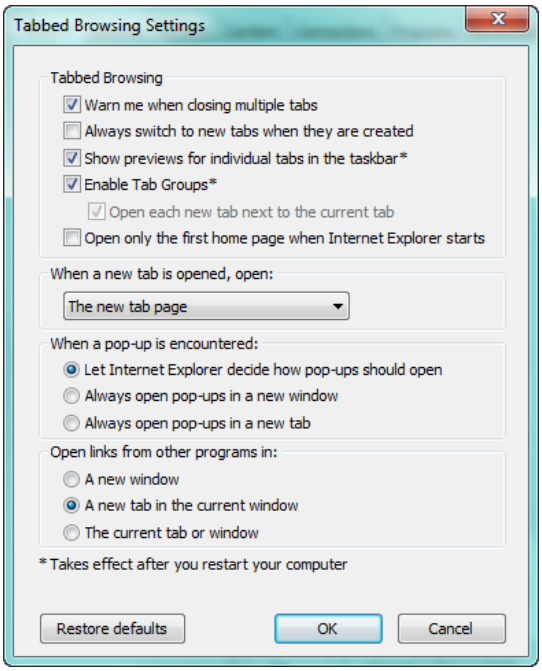
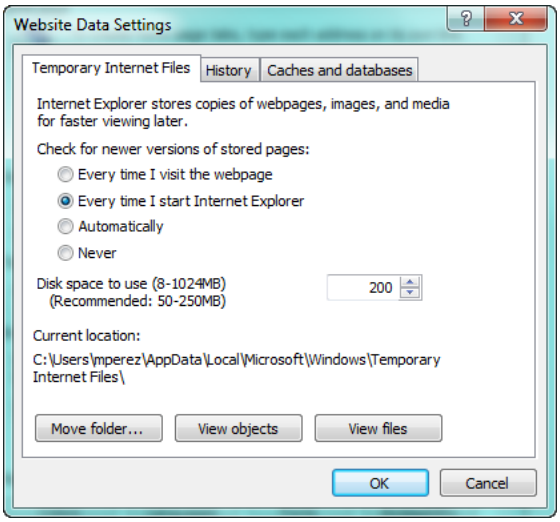

Tabbed Browsing Settings
Tabbed Browsing
Warn me when closing multiple tabs
Always switch to new tabs when they are created
Show previews for individual tabs in the taskbar*
Enable Tab Groups*
Open each new tab next to the current tab
Open only the first home page when Internet Explorer starts
When a new tab is opened, open:
The new tab page
When a pop-up is encountered:
Let Internet Explorer decide how pop-ups should open
Always open pop-ups in a new window
Always open pop-ups in a new tab
Open links from other programs in:
A new window
A new tab in the current window
The current tab or window
*Takes effect after you restart your computer
Restore defaults
OK
Cancel

ii. Browsing history

1. Settings Button (**Website Data Settings** window is displayed)
   Temporary Internet Files Tab
   a. Check for newer version of stored pages:
      i. Every time I visit the web page
      ii. Every time I start Internet Explorer – SELECT
      iii. Automatically
      iv. Never
   b. Disk space to use (8-1024MB) set to 200
2. Click OK (**Website Data Settings** window will disappear)



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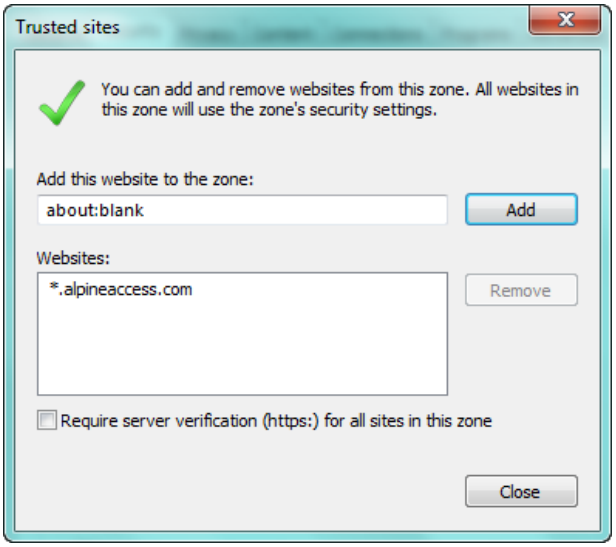
b. **Security** Tab
    i. Select **Trusted Sites**
        1. Click the Default Level button and change slider to LOW
    ii. Select **Trusted Sites**
        1. Click the Sites button (Trusted Sites window will appear)
        2. Uncheck "Requires server verification (https://) for all sites in this zone"
        3. Add *.alpineaccess.com
        4. Click OK (Trusted sites window will disappear)


Trusted sites
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.
Add this website to the zone:
about:blank
Add
Websites:
*.alpineaccess.com
Remove
Require server verification (https:) for all sites in this zone
Close

c. **Privacy** Tab
    i. Settings
        1. Adjust slider to LOW
    ii. Location
        1. Check – "Never allow web sites to request your physical location"
    iii. Pop-up Blocker
        1. Uncheck – "Turn on Pop-up blocker"
    iv. InPrivate
        1. Uncheck – "Disable toolbars and extensions when InPrivate browsing starts"
    v. Click APPLY
d. **Program** Tab
    i. Default web browser
        1. Make Default button should be grayed out or selected.
        2. Check – "Tell me if Internet Explorer is not the default browser"
        3. Click OK

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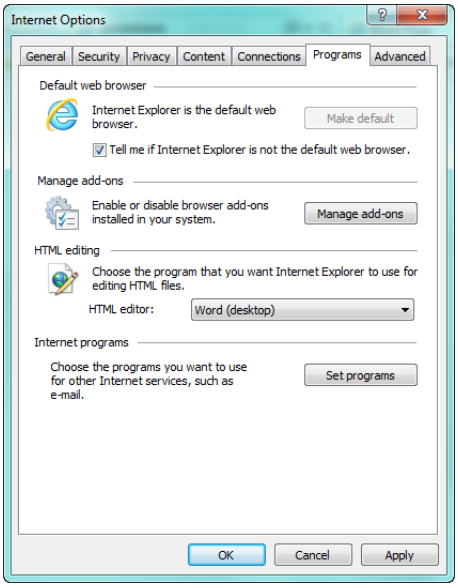
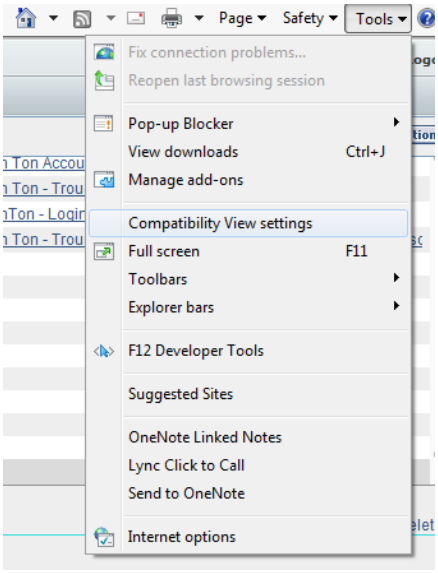


3) You will now need to change the **Compatibility View Settings** for IE11 to work properly with SykesHome's systems.

   a. With any Internet Explorer window up right click in the toolbar area and check Command Bar. You will now see the **Tools** option. Click on it and select Compatibility View Settings



   b. In the Add this web site field type alpineaccess.com and click the Add button. It should now appear in the REMOVE section.

   c. You can uncheck both the dialog boxes. If you have issues with applications on your individual program go back and check the **Display intranet Sites in Compatibility View**

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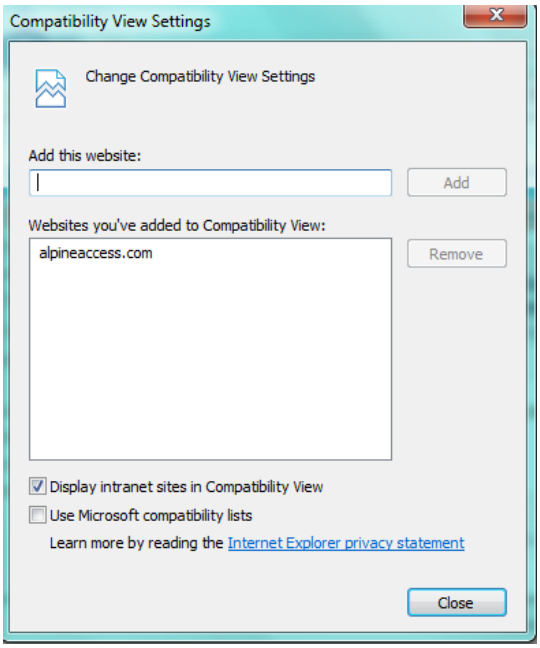
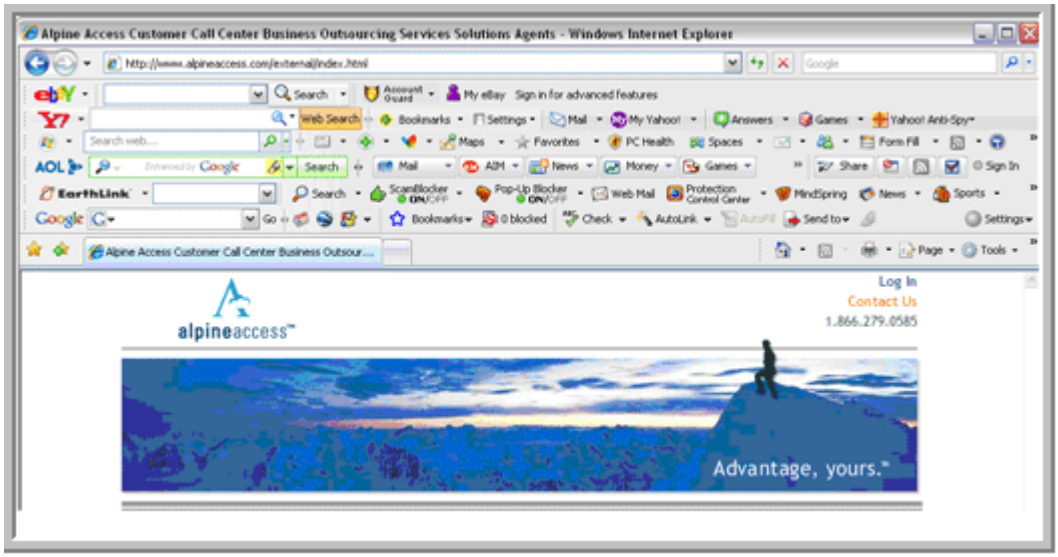
d. Click the Close button



9) Display Toolbar section.
10) Display Testing section.

Disabling toolbars that can interfere with Alpine Access



Add-ons to Internet Explorer and additional toolbars will conflict with your ability to work. In this section, we will show you how to safely disable these add-ons and toolbars.

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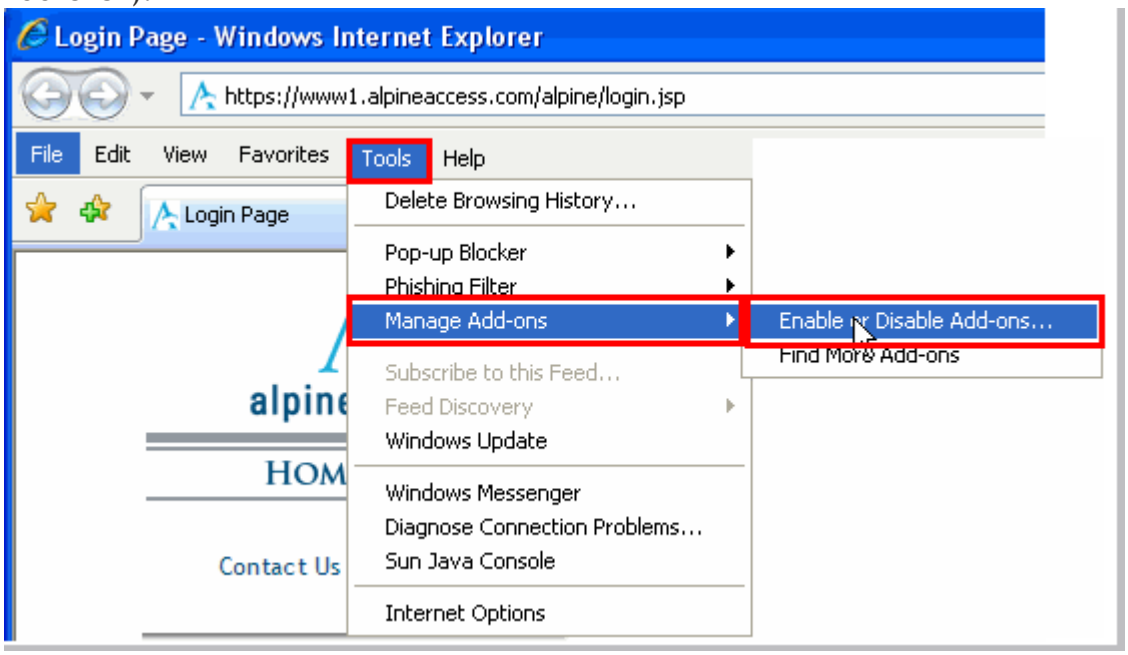
1. In Internet Explorer, click on “Tools”. Then click on “Manage Add-ons” (If you are using Internet Explorer 7, you will then need to select “Enable or Disable Add-ons”).



2. You can see below how the toolbars and add-ons show in this list.
3. ***Note**: Manage Add-ons is not an option for Windows 2000.*
4. *If you are using Windows XP and do not have the option to Manage Add-ons it means you are not running an updated copy of Windows — please run Windows Updates until there are “No Further High Priority updates” and then restart*

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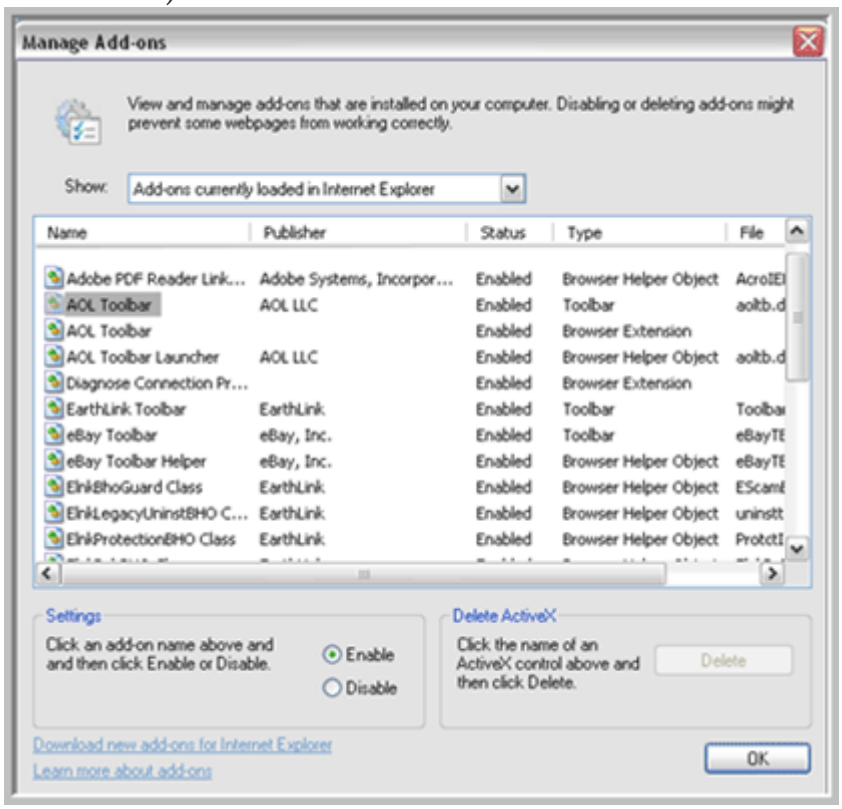
this section).



5. To disable an Add-on or a toolbar, click on the item in the list and then click on the “Disable” radio button under “Settings” in the lower-left.
    - Examples of Add-ons and Toolbars that are known to conflict with Alpine:
        1. AOL Toolbar
        2. Earthlink Toolbar
        3. eBay Toolbar
        4. MSN Toolbar
        5. Yahoo Toolbar
        6. MWS SearchBar (anything labeled with MWS needs to be disabled as well as anything that starts with “My…”
        7. Add-on Search toolbars
        8. Coupon add-ons
    - Examples of Add-ons that are safe and must stay enabled:
        1. Adobe PDF Reader Link
        2. Diagnose Connection Problems
        3. Research
        4. Shockwave Flash Object

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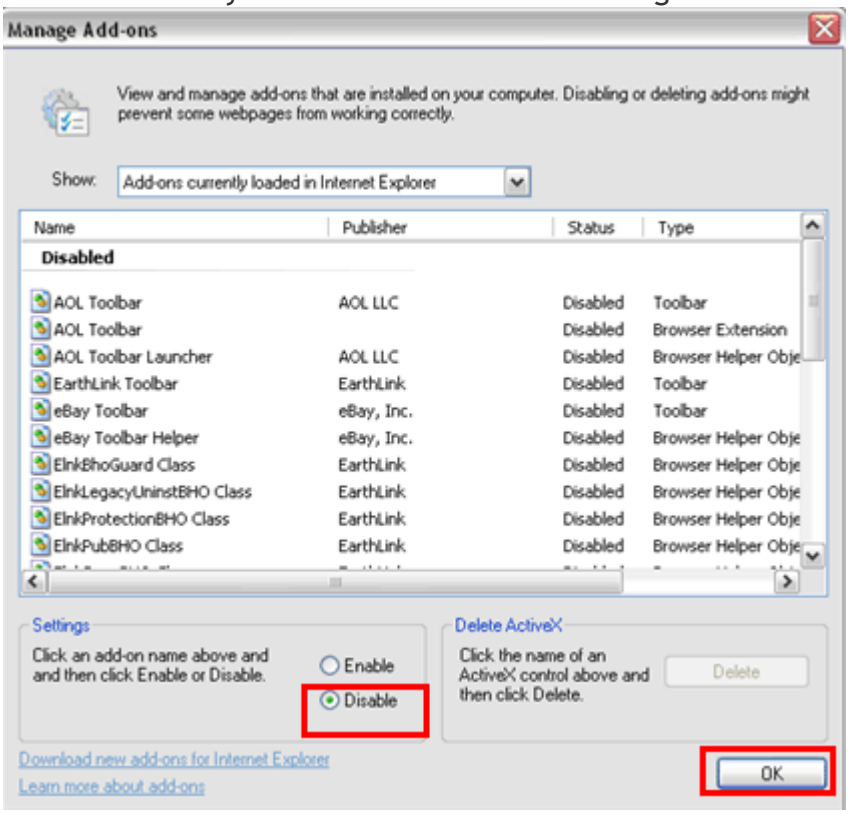
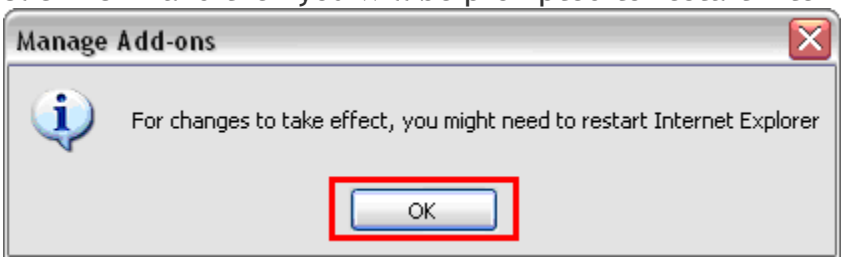
5. SSVHelper Class
6. Sun Java Console

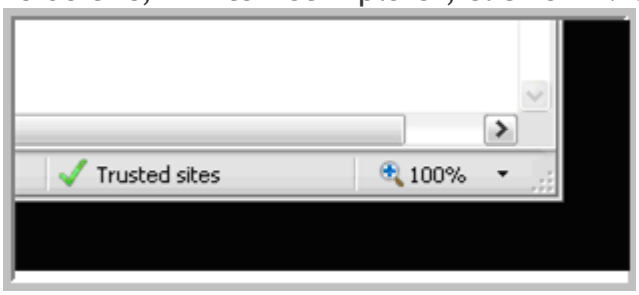
- When an Add-on or Toolbar is safely disabled, the status will change to "Disabled" and your list should look something like this:



- Click "OK" and then you will be prompted to restart Internet Explorer.



Testing that your settings are correct

1. **Testing that Alpine is set correctly as a Trusted Site**
    1. Open Internet Explorer and go to the Alpine Access homepage (www.alpineaccess.com).
    2. If you correctly set Alpine as a trusted site, you will see a Green check as well as the words “Trusted sites” in the lower-right hand corner of your Internet Explorer window.
    3. **Note:** If you do not see any wording at the bottom right of the Internet Explorer window, ensure that the status bar is enabled.
    4. To do this, in Internet Explorer, click on “View” and select “Status Bar”.
    

    5. If it still says “Internet” then Alpine is not set correctly as a Trusted Site.
    6. Return to the “Adding Alpine as a Trusted Site” section above and re-do the steps outlined. Pay particular attention to how you spell *.alpineaccess.com as misspellings are the most common mistake we see when Alpine won’t list as a trusted site.
2. **Testing to ensure that you don’t have any active Pop-up Blockers**
    1. **Note:** This test MUST be done using Internet Explorer.
    2. CLICK HERE (or enter this URL into your browser: http://www.popuptest.com/).

3. Click on “Multi-PopUp Test #2”. Don’t do the first test as it opens about 10 pop-up windows while the second test only does four.

PopupTest.com
Put your Popup Killer to the test!
Test your popup blocker softw
PopupTest.com provides a simple and independent sc
Whether you are developing a popup killer software or
you can use our sample popups to test the effectivenes
We are providing samples of the most common popup s
ones (as indicated).
Common popup techniques
Multi-PopUp Test
This page launches 10 popup windows, using different techniques...
Multi-PopUp Test #2
This page launches 4 popup windows, using different techniques...

4. If no Pop-ups were encountered, then you have a Pop-Up blocker installed. Please go through the Internet Explorer settings again and also check through Manage Add-ons again.
5. If four windows popped open, then your Internet Explorer is configured correctly.

3. **Test to ensure that you have Java installed and that it is the correct version**
    1. This is a quick test to verify that you are using the version of Java that Alpine recommends.
    2. Our current recommendation is: The latest version of Java.
    3. Online verification: CLICK HERE (or enter this URL into your browser: http://www.java.com).
    4. Click "Do I have Java?" If you have an older version, it will prompt you to update.